



Cover Page



**City Government of Pasay**

**CITIZEN'S CHARTER**

**2025 (2<sup>nd</sup> Edition)**

1<sup>st</sup> Page



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## PASAY CITY HYMN

*Pasay Mabuhay Ka!*

Composed by: Ofelia San Juan/ Raymond San Juan

Lyrics by: Ivan Grulla

Mabuhay! Lungsod ng Pasay  
Perlas ng Kamaynilaan  
Hangad ay Kaunlaran  
Sa Lahat ng Larangan

Mabuhay! Lungsod ng Pasay  
Dungawan ng Sandaigdigan  
Ugaling Mapagtanggap  
Ng Tunay na Mamamayan

Pasay! Mahal Kong Bayan  
Sa Puso'y Nag-iisa  
Pasay, Dakilang Bayan  
Pasay, Mabuhay Ka!

Ang Lahat ay Maka-Diyos,  
Makabansa, Makatao,  
Masipag, at Mapagmahal  
Ang Tunay na Pasayeño

Pasay! Mahal Kong Bayan  
Sa Puso'y Nag-iisa  
Pasay, Dakilang Bayan  
Pasay, Mabuhay Ka!



# Message



**HON. IMELDA CALIXTO-RUBIANO**  
*City Mayor*

In this day and age where information dissemination is made possible in a second by a mere click or a glance, it is important for us to keep up and provide awareness, as well as solutions, as quick as a person's click or tap in their devices. Indeed, it is important for us to be able to deliver public service in an instant for us to equip each and every Pasayeño in his or her daily life.

This is where our ever-reliable Citizen's Charter plays its role. In providing a comprehensive and up-to-date guide that will aid in eliminating unnecessary and unverified news and information, so that each Pasayeño is well-informed and in the know. Eliminating problems and saving precious time, the Citizen's Charter is one of our failproof ways in delivering our unwavering, honest to goodness *Tapat Na Paglilingkod*.

In our grand vision of being a smart, self-sufficient, and sustainable Eco-City, the awareness and participation of our constituents go hand in hand with our globally competitive economy and our environmentally-conscious landscapes.

In this grand vision -- which will happen sooner rather than later -- our progress and development will not only be measured by economic scales or city-wide surveys. Instead, our progress and development will be illustrated by each Pasayeño knowing our laws, policies, advocacies, and procedures by heart, and by each Pasayeño enjoying government services at the tip of their fingertips, through our effective information dissemination such as through the Citizen's Charter.

It is high time to take the next big steps in Pasay City, and it will all start with us providing the best to our Pasayeños every single day, through the Citizen's Charter, our H.E.L.P. Priority Agenda, and our genuine *Tapat Na Paglilingkod*.

Thank you!



# Message



**HON. ANTONINO G. CALIXTO**  
*City Congressman*

The City Government of Pasay has dedicated to the citizens the highest quality of service that each and every Pasayeno deserves. We have vastly improved the quality and efficiency of our service to those we serve. However, we must continue to learn and innovate our systems to ensure that the quality of service that we give to the people does not diminish.

The Citizen's Charter aims to guide the people in their transactions and services to our local government. This is a tool that we need to inform the people on the steps and processes which are required to help them in their transactions with the government both now, and the future. On the other hand, the City Government of Pasay and its employees would be reminded of our duties to the public and the timeframes which we need to follow to ensure a smooth flow in our service to the people.

As we continue to update our citizen's charter, it is also important that our employees be reminded of their duties and mandates. Let us continue to improve our service each day and be examples of efficient public service to the public and to our peers.

Thank you very much.



# Message



**HON. ATTY. WALDETRUDES S. DEL ROSARIO**  
*City Vice Mayor*

As our covenant with you, who have entrusted the future of our City to us, the Pasay City Government present to you our amended Citizens Charter.

This Charter is our commitment to serve you, our constituents, more efficiently. Let us therefore work hand in hand to ensure that we, your public servants, adhere to our pledge to serve you to the best of our abilities, and to ensure that we deliver our services in the most efficient, effective and prompt manner.

We therefore encourage you, our partners in development, to take time to read this charter. Help us meet the standards that we have set for ourselves. Only from your honest evaluation can we truly say that we have reached our aim of serving you the best way possible.

Together, let us work towards a smart, sustainable Eco-City.



# Message



**ATTY. PETER M. MANZANO**  
*City Administrator*

The Citizen's Charter is the Pasay City Government's testament to our commitment to serving our beloved Pasayenos. This comprehensive document addresses Standards of Services, Information, Choice, Consultation, Non-discrimination, Accessibility, Redress of Grievances, Courtesy, and Value for Money.

Through the diligent implementation of this tool, our personnel are guided to provide services that are both timely and of high quality, fostering a culture of good governance characterized by transparency and accountability. The Charter also streamlines processes to facilitate the City Government's endeavour in providing prompt, accurate and efficient public service which is tailored to meet the needs of our constituents, upholding our resolve in giving "*Tapat at Higit pa sa Sapat*" brand of service, with the leadership of our beloved City Mayor, Hon. Imelda Calixto-Rubiano.

In our pursuit for responsive governance, Pasay City has crafted this CY 2025 Citizen's Charter in compliance with Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Act of 2018 and is aligned with the Anti Red Tape Act of 2007 which aims to expedite transactions, improve services, and enforce compliance through penalties.

We are very grateful for your continued support as we strive to provide the public with exemplary public service to go above and beyond your expectations.

*Maraming Salamat po at makakaasa po kayo na lagi po namin kayong tapat na paglilingkuran.*





## **INTRODUCTION**

Welcome to Pasay City Government Citizen's Charter.

This revised guidebook on the citizen's charter of Pasay City contains information on business and non-business transactions/services offered by the local government to its citizens. From the creation of the City Government's original citizen's charter as to the implementation of the Anti-Red Tape Act (ARTA) Law of 2007, comes now its revised version, per strict adherence to Republic Act No. 11032 or the Ease of Doing Business-Efficient Government Service Delivery (EODB-EGSD) Act of 2018 (the revised ARTA Law). Section 2, Rule I of RA 11032 provides that it is the State policy to promote integrity and accountability in government service, to foster proper management of public affairs and public property, to establish effective practices aimed at the efficient turnaround in the delivery of government services, and the prevention of graft and corruption in government.

The citizen's charter, which shall be formulated by a task force constituted by the local chief executives, could come in many forms. It may be through information billboards, which should be posted at the main entrance of offices or at the most conspicuous places; in published materials written in either English or Filipino, or in the local dialect; or uploaded on the City's website displaying the information required for every transaction/service. The posted information should have a comprehensive and uniform checklist or requirements; procedures to avail of the service; person/s responsible for each time; maximum time to complete the process; documents to be presented by the customer; amount of fees to be paid, if necessary; and procedures for filing complaints.

This handbook of citizen's charter will guide the citizens/taxpayers on how to avail City Government business and non-business transactions/services in the community level and for them to avoid transacting with fixers. Also, it aims for zero contact transactions, except during preliminary assessment of the request, and evaluation of the sufficiency of the submitted requirements.

The citizen's charter will enable the City to improve its public service delivery, transparency, and accountability in local governance. It enables citizens/customers to check their expectations against what is offered, and provides mechanism for giving feedback when expectations are not met. Taxpayers deserve value for money from the taxes and charges they pay, and they have the right for consultation, courtesy, information and the opportunity to express their views and react from their experiences, relative to the government service that they have availed of.

In compliance with the EODB-EGSD Act of 2018, this revised citizen's charter is hereby established to serve not just as a guide for the transacting public; but also, as a covenant of the City Government of Pasay to its constituents.



## **HOW TO USE THIS GUIDEBOOK**

This revised Pasay City Government Citizens Charter guidebook is a tool to facilitate the delivery of services to Pasayēños and visitors specifying standards, quality and time frame, with the commitments from the different departments of the city government of Pasay.

This guide book describes the services provided by the City Government. It is written for the customers' benefit, the services are presented with step-by-step guide on how to avail of these, the standard response time for its delivery, and the person/s responsible for the task. This information is complemented by a list of required documents and fees that a customer must comply with, to facilitate service delivery.

Sketched maps of the location of the department handling the service further enhance the charter. To provide geographical directions to taxpayers, they can come in handy as cross reference for smaller office-specific mini maps incorporated in each service description.

City Government of Pasay, the administration's commitments towards its taxpayers and responsibility among its officials and staff, is to promote fair practices and to give information with respect to various services provided by the City Government. The performance pledge from each office serves as a contract by which taxpayers can reflect whether they are being given quality services, and identify people responsible for ineffective service delivery as a basis for feedback, complaints, and suggestions.

The City Government of Pasay always endeavors to serve its constituents better.

The ability to achieve the City's vision largely depends on the satisfaction of those it serves. A satisfied customer is an ambassador in developing and promoting a promising livable city.

With this guidebook, the City Government looks forward to share with the Pasayēños and visitors, a mutually beneficial and harmonious relationship in doing business and non-business transactions with one another.



# BRIEF HISTORY OF PASAY

## BRIEF PROFILE

### History

1863	:	Pasay became Independent Pueblo
January 1, 1901	:	The town of Pasay was incorporated into the Province of Rizal
June 21, 1947	:	Pasay was named Rizal City
June 7, 1950	:	Rizal City was changed to Pasay City thru R.A. No. 437

### Physical features

#### Location

North	-	City of Manila
East	-	Cities of Makati & Taguig
South	-	City of Paranaque
West	-	Manila Bay
Total Land Area	:	18.08 sq. km.
Uban Area	:	5.505 sq. km.
Reclaimed Area	:	4.00 sq. km.
No. of Barangays	:	201
Zones	:	20
Districts	:	2

### Land Use

Land Use Category	Land Area/ha	Percent to Total
Residential 2 and 3	389.92	21.57
Commercial 1, 2 & 3	332.38	18.39
Institutional	117.81	6.52
Cultural	15.91	0.88
Planned Unit Development	133.09	7.36
Open Spaces/Parks and Recreation	64.03	3.54
Cemetery	5.25	0.29
Utilities and Transportation	506.59	28.02
Roads	211.79	11.72
Waterways	30.90	1.71
TOTAL	1,807.67	100%

### Demographics

Total Population	:	440,656 (PSA 2020)
Growth Rate	:	(2015-2020) 1.19
Household Size	:	3.4



Population Density : 24,480 persons /sq.km.

### Social Welfare

No. of Day Care Centers	:	109
No. of Social Welfare Unit Offices:	:	12
No. of Feeding Centers	:	99
Social Development Center	:	1
Center for the Elderly	:	1
Pasay City Youth Home	:	1

### HEALTH FACILITIES

HEALTH FACILITIES	PUBLIC	PRIVATE
Number of Hospitals	2	2
Number of Health Centers	14	0
Number of Lying-In	1	6
Number of Private Clinics	14	63
Number of Dental Clinics	-	78

Source: CHO

### EDUCATION

Public	SY 2016-2017	SY 2017-2018	SY 2018-2019	SY 2019-2020	SY 2020-2021
Kindergarten	4,541	4,666	5,322	4,500	5,105
Elementary	30,577	29,385	28,465	29,681	30,015
Junior High School	18,375	18,105	18,671	19,278	19,395
Senior High School	2,025	3,695	4,707	5,820	6,434

Educational Institutions	PUBLIC	PRIVATE	Total
Number of Pre-Schools	21	45	66
Number of Elementary Schools	22	45	67
Number of High School	18	33	51
Number of Colleges	0	5	5
Number of University	1	1	2
Number of Vocational Schools	0	5	5

Source: DepEd-Pasay

### Protective Services

Crime Statistics	CY 2017	CY 2018	CY 2021
Number of Policemen	723	497	497
Number of Police Station	12	12	12



Policemen to Population Ratio	1:591	1:721	1:886
Total Index Crime	656	668	335
Total Non-Index Crime	6,528	6,996	1,280
Total Crime Volume	7,184	7,664	1,615
Average Monthly Crime Rate	27.7	39.5	134.6
Crime Solution Efficiency	73	84	94

Source: Pasay City Police Department

## ECONOMIC PROFILE

### Labor Force and Employment

Year	Total Population in Labor Force (in '000)				Labor Force Participation Rate (%)			
	Philippines	NCR	4 <sup>th</sup> District	Pasay	Philippines	NCR	4 <sup>th</sup> District	Pasay
2018	43,459.91	5,536.55	1,570.16	180.56	60.92	60.27	59.61	61.03
2019	44,197.12	5,903.56	1,751.54	191.42	61.26	60.50	61.09	60.55
2020	43,878.16	5,717.69	1,676.33	317.38	59.51	57.53	57.49	57.93

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

Year	Total Employed Population ('000)				Employment Rate (%)			
	Philippines	NCR	4 <sup>th</sup> District	Pasay	Philippines	NCR	4 <sup>th</sup> District	Pasay
2018	41,156.53	5,171.04	1,466.17	167.58	94.70	93.40	93.85	92.81
2019	41,938.01	5,547.99	1,664.11	182.73	94.89	93.98	94.91	95.46
2020	39,377.84	5,051.15	1,477.27	268.14	89.74	88.34	88.92	84.49

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

Year	Total Unemployed Population (in '000)				Unemployment Rate (%)			
	Philippines	NCR	4 <sup>th</sup> District	Pasay	Philippines	NCR	4 <sup>th</sup> District	Pasay
2018	2,303.37	365.52	103.99	12.99	5.30	6.60	6.15	7.19
2019	2,259.11	355.57	87.43	8.69	5.11	6.02	5.09	4.54
2020	4,500.32	666.53	199.06	49.24	10.26	11.66	11.08	15.51

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

Year	Total Underemployed Population (in '000)				Underemployment Rate (%)			
	Philippines	NCR	4 <sup>th</sup> District	Pasay	Philippines	NCR	4 <sup>th</sup> District	Pasay
2018	6,734.33	375.15	102.94	5.12	16.36	7.25	7.59	3.06



<b>2019</b>	5,778.28	296.46	58.55	3.08	13.78	5.34	3.58	1.69
<b>2020</b>	6,395.12	464.88	80.18	21.21	16.24	9.20	4.94	7.91

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

Household Below Poverty threshold: 6.4%

Source: (CBMS-Pasay Preliminary results/2018/CPDO)

## TRADE AND INDUSTRY

Industry Section	2016	2017	2018	2019	2020
<b>AGRICULTURE</b>	<b>8</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>4</b>
Agriculture, Forestry and Fishing	8	8	4	4	4
<b>INDUSTRY</b>	<b>8,142</b>	<b>8,218</b>	<b>9,144</b>	<b>9,304</b>	<b>9,304</b>
Mining and Quarrying	-	-	44	35	35
Manufacturing	6,578	6,538	7,489	7,058	7,058
Electricity, Gas, Steam and Air Conditioning Supply	-	-	-	-	-
Water Supply; Sewerage, Waste Management and Remediation Activities	202	202	145	-	-
Construction	1,362	1,478	1,466	2,211	2,211
<b>SERVICES</b>	<b>108,773</b>	<b>106,279</b>	<b>129,691</b>	<b>133,016</b>	<b>130,634</b>
Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles	23,839	23,698	23,432	23,433	23,651
Transportation and Storage	22,501	21,271	19,795	31,668	31,585
Accommodation and Food Service Activities	15,535	15,680	21,042	18,525	18,624
Information and	1,407	1,427	2,839	3,026	2,823
Industry Section	2016	2017	2018	2019	2020
Communication					
Financial and Insurance Activities	5,308	3,618	11,238	6,675	6,676
Real Estate Activities	2,956	3,097	5,103	4,150	5,209
Professional, Scientific and Technical Activities	1,731	1,653	1,706	1,625	1,407
Administrative Support Service Activities	23,957	23,679	29,560	30,767	28,213
Private Education	2,699	3,353	3,426	2,719	2,701
Human Health and Social Work Activities	2,187	2,174	2,387	2,252	2,252



Entertainment and Recreation	3,859	3,861	5,386	4,991	4,295
Other Service Activities	2,794	2,768	3,777	3,185	3,198
<b>Total</b>	<b>116,923</b>	<b>114,505</b>	<b>138,839</b>	<b>142,324</b>	<b>139,942</b>

Source: Philippine Statistics Authority - 6th Edition RSET\_PSA-NCR

Note: Refer to Annex 0-1 to Annex 0-5 for the Total Employment of MSMEs by Industry Section for the Year 2016 to 2020.

## **CULTURAL AND TOURISM**

Cultural Center of the Philippines (CCP Complex) Folk  
Arts Theater (Tanghalang Francisco Balagtas)  
Philippine International Convention Center (PICC)  
Philippine World Trade Center  
Philippine World Trade Training Center  
Sofitel Hotel (Philippine Plaza Hotel)  
Coconut Palace Extra-Metropolitan  
SMX Convention Center  
The Shrine of Saint Therese of the Child Jesus  
Chinese Temple

## **INFRASTRUTURE AND UTILITIES**

### **TRANSPORTATION**

Total Road Length : 131.20 km  
Transportation Hub  
International Passenger Terminal (IPT 1,2,3 and 4)  
LRT Terminal  
MRT Station  
Water  
Maynilad Water Services, Inc. 42,791 Active Water Connections

### **POWER SUPPLY**

Manila Electric Company  
Commercial Establishment  
Household  
Industries

### **COMMUNICATION SYSTEM**

PLDT  
SMART  
GLOBE Telecom  
INTERNET



### **PROMINENT LANDMARKS**

Ninoy Aquino International Airport 1, 2 and 3  
MRT Terminal  
LRT Terminal  
Cultural Center Complex  
Folk Arts Theater  
GSIS Building  
Sofitel Hotel (Philippine Plaza Hotel)  
Shrine of Jesus the Way, The Truth and The Life  
SM Mall of ASIA  
The Shrine of St. Therese of the Child Jesus

### **NEW DEVELOPMENT AND EXPANSION**

Holiday Inn Express Manila New Port City  
Sea Residences Mall of ASIA  
Bay Garden  
Marriot Hotel  
New Port City New Residences  
Quantum Residence  
S Residences  
La Verti  
Palm Tree Villas  
Radiance North  
Fairway Terraces  
MAAX  
Conrad Hotel  
Breeze Residences  
Studio Zen

### **FINANCE AND ADMINISTRATION**

Income Classification : 1<sup>st</sup> Class City (Highly Urbanized)





## **PASAY CITY ELECTED OFFICIALS**

**Hon. ANTONINO G. CALIXTO**

*City Congressman*

**Hon. IMELDA CALIXTO-RUBIANO**

*City Mayor*

**Hon. ATTY. WALDETRUDES S. DEL ROSARIO**

*City Vice Mayor*

### **City Councilors**

#### **District I**

**Hon. MARK ANTHONY A. CALIXTO**

**Hon. MARY GRACE B. SANTOS**

**Hon. MARLON A. PESEBRE**

**Hon. MA. ANTONIA C. CUNETA**

**Hon. ABRAHAM ALBERT Q. ALVINA**

**Hon. RICARDO E. SANTOS**

#### **District II**

**Hon. JOSE C. ISIDRO JR.**

**Hon. EDITHA Y. MANGUERRA**

**Hon. DONNABEL M. VENDIVEL**

**Hon. JENNIFER D. PANALIGAN**

**Hon. KING MARLON A. MAGAT**

**Hon. ANGELO NICOL P. ARCEO**

### **Sectoral Representatives**

Liga ng mga Barangay President

**Hon. ENRIQUE D. CALIXTO**

Sangguniang Kabataan Federation President

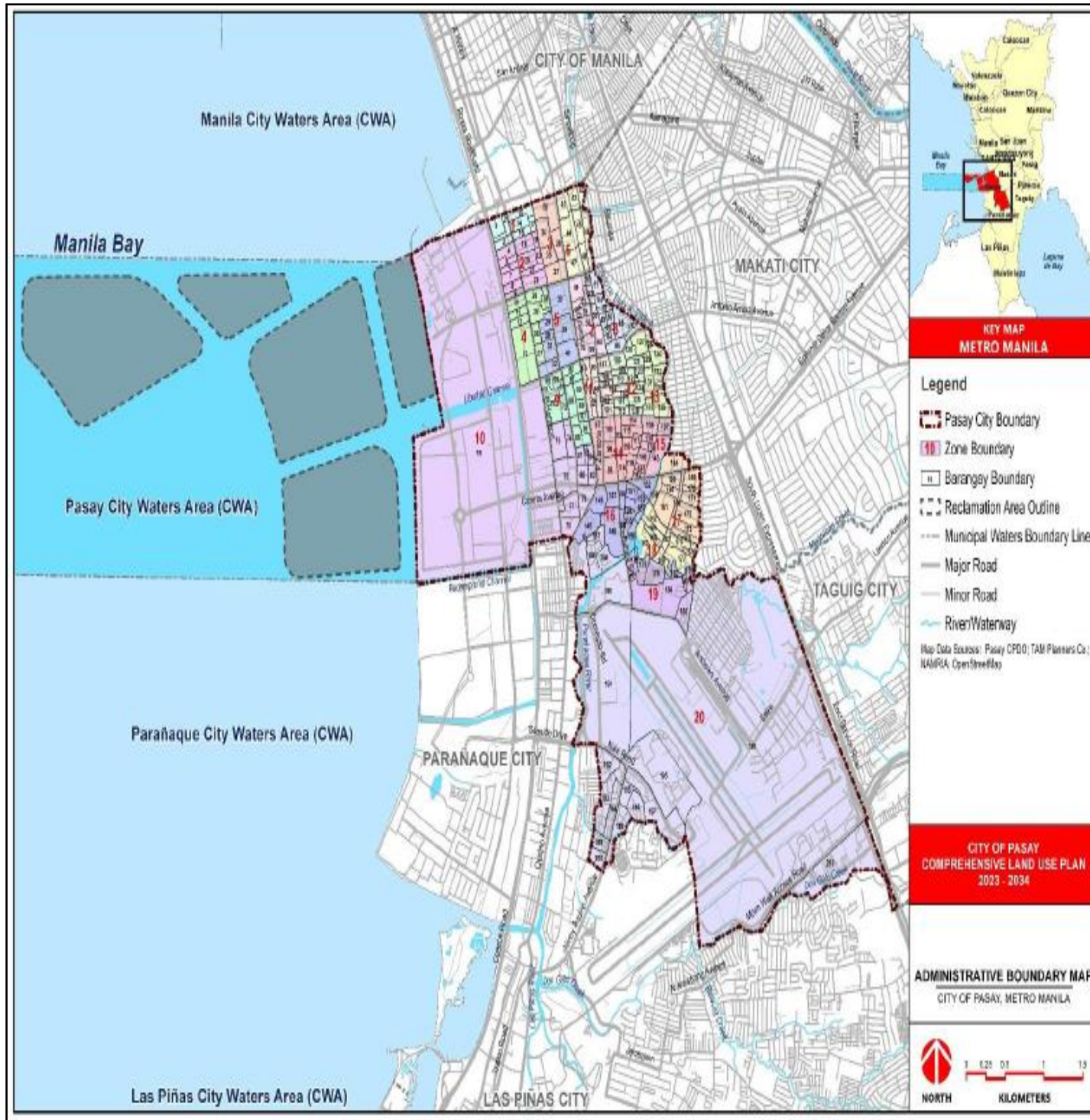
**Hon. BENEDICT M. ANGELES**





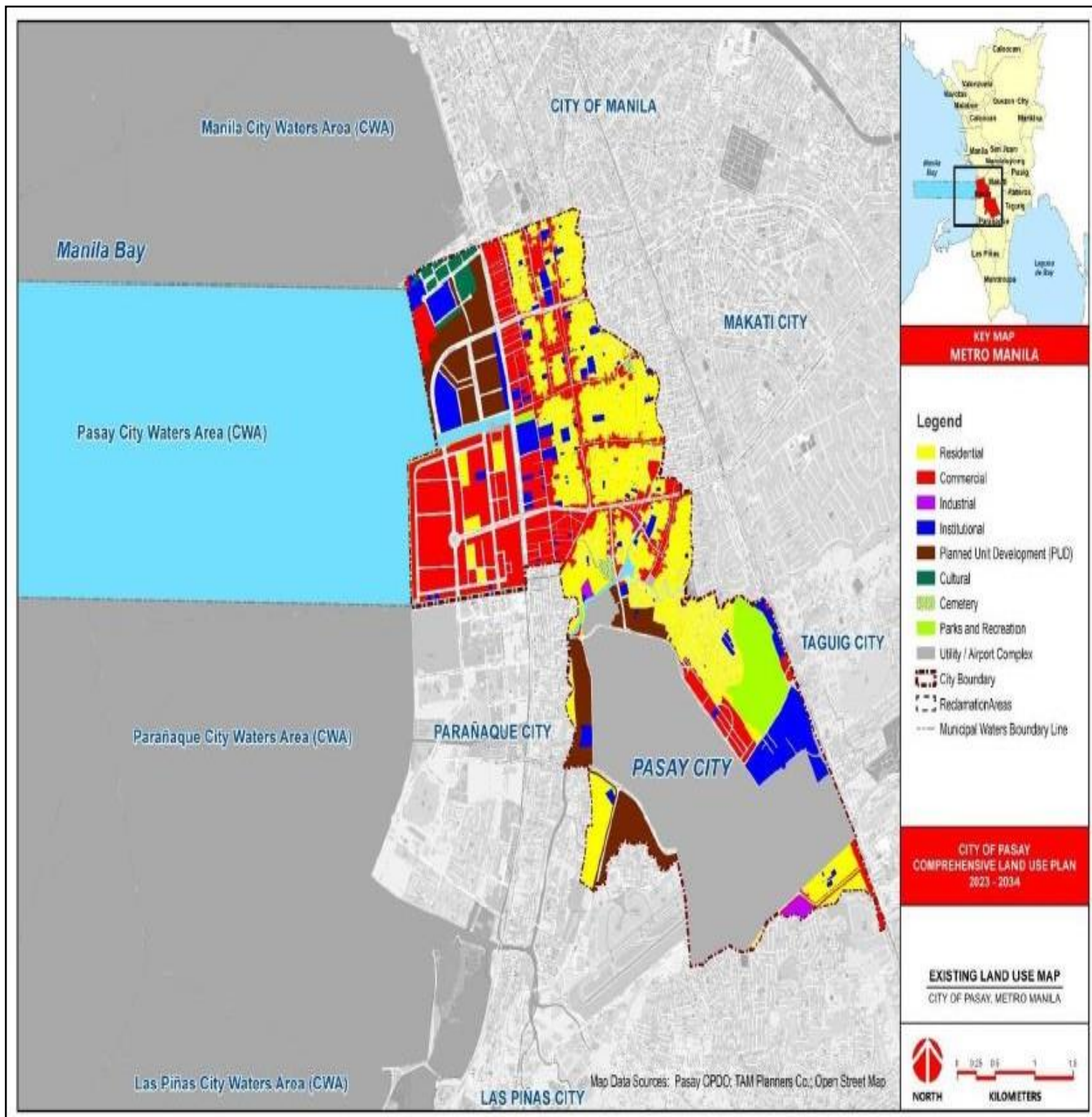
# PASAY CITY MAPS

## Administrative Boundary Map



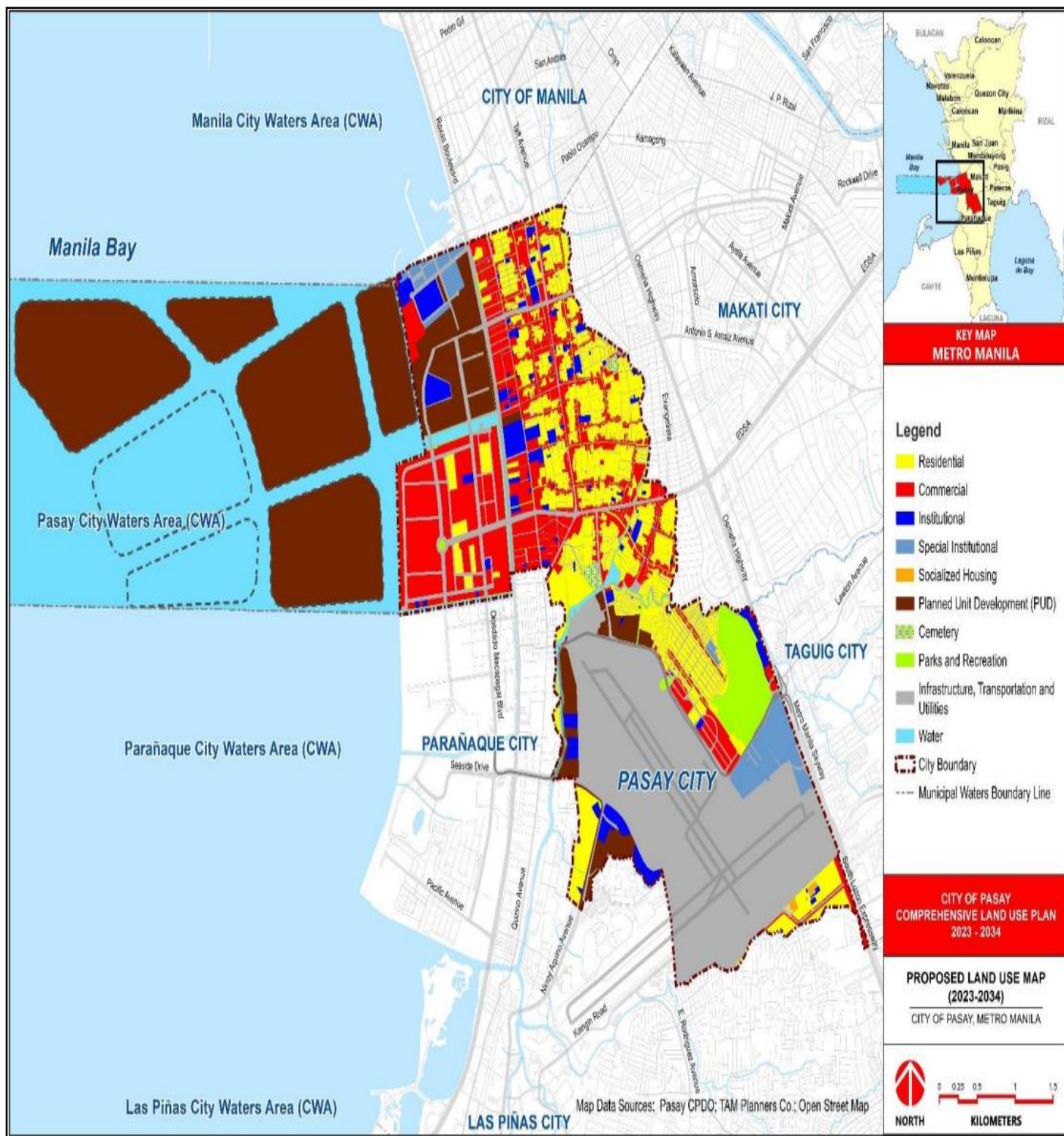


## Existing Land Use Map, 2022





## Proposed Pasay City Land Use Map (2022-2034)





# AGENCY PROFILE

## I. MANDATE

Pasay City Government shall ensure and support, among the other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

This City Government shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon it. It shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to the Local Government Code. Pasay City Government shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein.

## II. VISION

“Pasay City – a Sustainable Eco city – with an improved quality of life, empowered and morally upright communities; a progressive economy; smart infrastructure; an ecologically sound environment; and efficiently managed institutions through inclusive leadership.”

## III. MISSION

In this journey of the City to achieve this vision, its initial steps shall be guided by the following principles: to develop a city organization committed to transform Pasay into an Eco-City while adhering to the applicable local and national laws. In this measured rush to realize the long-term vision of an Eco-City, priority shall always be on the shared commitment of all sectors to enhance the standard of living of the Pasayenos and to improve the delivery of welfare services to the communities. In this effort, there will be measures in place so that public servants are always fully aware of the needs of the stakeholders and the latter are made aware and are united in their support of City programs.

## IV. SERVICE PLEDGE

We commit to:



- A. **Self-contained and sufficient local economy.** The city must continue to strive and sustain its economic growth fueled by increasing tax base and opportunity to expand opportunities for new investments and future developments.
- B. **Resource and Heritage Conservation.** There are still areas of the city that needs cultural preservation while new energy sources must be prioritized in order to provide enough power and balancing the development with the environment.
- C. **Ecologically Beneficial Waste Management System.** Improvement must be made in the system of collecting, segregating and recycling of waste. Modern methods will be installed that will safeguard the integrity of the ecology and the environment as well.
- D. **Well-designed integrated movement network.** With the introduction of mass transport and eco- lanes, every destination in the city is reachable while curbing the emission and carbon footprint of the city.
- E. **Inclusive development/Inclusionary Housing.** To accommodate the increasing demand from different economic levels, there is a need for inclusionary housing through various modes of densification that will also allow for micro-open space creation.
- F. **Urban Agriculture/Local-based Food Resource System.** Despite the scarcity in land available for agriculture, promoting the backyard food sustenance will drive food security and healthier communities.
- G. **Programmed Incremental Growth Development.** The city must continue to enhance its institutional capability for better management of resources. In its desire of economic viability, it shall judiciously allocate its resources and chart the growth for its development.

## V. DEVELOPMENT GOALS AND STRATEGIES

### A. Pasay as a “Smart” or Digital City

Pasay also aspires to be a smart City. The characteristic of such a metropolis is an urban area that uses different types of electronic data collection sensors to supply information which is used to manage assets and resources efficiently and, supposedly, inexpensively. This includes data collected from citizens, devices, and assets that is processed and analyzed to monitor and manage traffic and transportation systems, power plants, water supply networks, waste management, law enforcement, information systems, schools, libraries, hospitals, and other community services. [McLaren, Duncan; Agyaman, Julian (2015.) Sharing Cities: MIT Press]



Input and data from citizens may be generated through CCTV cameras, traffic counters, quality-of-air monitors, etc. that are connected to central processing centers monitored by the City Government through internet and other information and communication technology. Smart city technology allows city officials to interact directly with both community and city infrastructure and to monitor what is happening in the city and how the city is evolving.

This infrastructure and facility are an essential component in the city's drive to be an Eco City. Among others, such devices and technology can monitor quality of water and air, examine the extent of compliance with ordinances and regulations at the street level, expedite transactions between the government offices and its clients and track expenditures and investments in real time. Admittedly, the extent of adoption of Pasay City of smart technology is still at its beginning stage; specifically, encoding of personal data.

On the other hand, the City, being compact and with very developed sections made up of reclaimed islands, is well-placed to use this technology-based system. Moreover, the City can integrate this technology in stages depending on the costs and capability considerations:

- 1) Improvement of public services can be done in phases. This wired city infrastructure can start with the simplest level (i.e., [1] integrating all the CCTVs in the barangay accessed in a central location – or even portable platforms - - to create a real-time video net to address criminality, traffic, flooding and improve response time of police, fire assets and rescue workers without need to wait for frantic pleas for help from the harassed citizenry; and [2] placing traffic counters in busy intersections to indicate whether to send more traffic enforcers or reroute traffic to ease congestions; etc.) . These measures would have the added benefit of the City working more efficiently but with less personnel – creating savings and also expertise among its workers.
- 2) Opportunity for enhanced education and involvement of Pasay youth. Transforming all or some aspect of City functions to “smart application” can also serve the ends of enhancing the education of its youth. Some portions of the transformation can be best served by making it part of the curriculum of its Senior High School or students of the City University of Pasay. The students, with assistance of DepEd, CHED and local businesses/conglomerates can design, install and monitor particular sensors or data nodes. Such a development would surely enhance public services, the education of the students – and their employment prospects, and their sense of pride in the community.

## **B. The Reclaimed Areas as Template for Eco City Infrastructure and Culture**

Upon the completion of the ongoing 625 hectares (has.)/5-island reclamation at the City municipal waters at Manila Bay, the same would increase the Pasay City land surface area by





32.89% to 2,525 has. These areas are intended to be a high value mixed use development (“MXD”) and seen as the engine of growth of the City for the next 25-35 years. The City government shall take advantage of this opportunity to install and integrate into this new section of Pasay – in the immediate period -- the infrastructure, policies, processes and culture that will make the area into a prototype of the Eco City intended for the entire City.

The reclaimed areas can also be operated as a strict “Law Observance Zone” in the mold of Subic Bay Metropolitan Area or Singapore – targeting traffic ordinance violators, illegal vendors, informal settlers and violators of the solid waste ordinances. It is intended that this ethos and culture of good citizenship would be spread into the rest of the City.

These reclaimed islands could also be the candidate sites for the imposition of cordon/congestion pricing measures, intended to both remedy vehicle congestion and to promote greater mass transit patronage.

### **C. Special Body to Administer the Reclaimed Areas**

Based on how vital the 625 has. of newly reclaimed areas are to the present and future of Pasay, the management of this territory is a paramount concern. At the moment, it is not clear how this area will be administered. Given the experience of the area now occupied by Mall of Asia, its administration was turned over to Barangay 76. The legal basis for this is not proper, however, and in fact, in violation of the Local Government Code, and possibly even of the municipal waters provisions under the Fisheries Code. Apparently, this was done for convenience and to comply with the procedures of the Land Registration Authority (LRA) which require the identification of a barangay address before the land title is issued. Given that there are 12 City barangays that had a Manila Bay frontage (formerly at Roxas Blvd./R-1), the administration of all the reclaimed islands, i.e., including the CCP Island reclaimed in the 1950s and CBP-I(A) reclaimed in the 1980s-1990s, should properly be under the direct administration and control of the City Government, and not simply by Barangay 76, a matter that must be rectified the soonest, probably starting with the land registration of the reclaimed islands. The creation of new barangays may also be options for added exploration, but in the end, it is the City that shall decide on the proper course.



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# **City Government of Pasay**

## **External Services**



## 1. Acceptance of Deliveries

General Services Office takes charge in the acceptance of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Supplier/Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Delivery (1 original)		Supplier/Contractor		
Signed Purchase Order/Contract (1 photocopy)		General Services Office		
Notice to Proceed (1 photocopy)		General Services Office		
Delivery Receipt (1 original)		Supplier/Contractor		
Sales Invoice/Billing Invoice (1 original)		Supplier/Contractor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Notice of Delivery prior to schedule of delivery.	1. Approve the submitted Notice of Delivery.  1.2 Check the submitted Notice of Delivery in accordance with the approved Purchase Order/Contract and schedule.	None	3 Minutes	ARBIE B. SABULAO <i>Officer-in-Charge (GSO)</i>  EVELYN G. ALEGRE <i>Administrative Officer III (GSO)</i>  MARVIN D. GARCIA <i>Administrative Officer II (GSO)</i>
2. Deliver the procured goods and/or services.	2. Check, verify and accept the deliveries in accordance with the approved Purchase Order/Contract.  2.1 Prepare the Acceptance and Inspection Report (AIR),	None	2 Days	<i>For delivery of Supplies:</i>  EVELYN G. ALEGRE <i>Administrative Officer III (GSO)</i>  ARCHIBALD C. BAJADA <i>Administrative Officer II (GSO)</i>  ARMAND D. RIVERA <i>Administrative Officer II (GSO)</i>



	and Requisition and Issue Slip (RIS)/Inventory Custodian Slip (ICS) and/or Property Acknowledgement Receipt (PAR) as applicable.			<i>For delivery of Equipment:</i>  MARVIN D. GARCIA <i>Administrative Officer II (GSO)</i>  MARICAR C. FRIAS <i>Administrative Officer III (GSO)</i>  JANELYNN F. MARTIR <i>Administrative Officer III (GSO)</i>
<b>TOTAL:</b>		None	2 Days and 3 Minutes	

## 2. Accessory Building Permit Application (Advertising Billboard Construction and Installation)

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the City Engineer's Office/Office of the Building Official prior to start of construction/installation.

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government		
<b>Who may avail:</b>	All owners of residential, commercial, industrial and institutional buildings		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal:</b>			
Duly accomplished application form signed by owner and professional in charge of construction/installation:			
<ul style="list-style-type: none"> <li>- Application form</li> <li>- Details of the form</li> </ul>		CEO/OBO Building Owner	
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)	



Cost Estimate/Specification/Structural Computation (1 original, 2 photocopies)	Hired Licensed Professional (Architect/Civil/Mechanical Engineer)
Signed and sealed Architectural, Structural and Electrical Plans (3 blue print copies)	Hired Licensed Professional (Architect/Civil/Mechanical Engineer)
Professional License (1 photocopy)	Professional Regulations Commission
Professional Tax Receipt (1 photocopy)	City Treasurer's Office (CTO)
Contract of Lease (3 photocopies)	Building/Lot Owner of Project Site/Location
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Photographs of front and side views of construction site (2 original)	Building Owner
Construction Safety Health Program with Official Receipt (1 original, 1 photocopy)	Department of Labor and Employment (DOLE)
<b>Representative:</b>	
Duly accomplished application form signed by owner and professional in charge of construction/installation: <ul style="list-style-type: none"> <li>- Application form</li> <li>- Details of the form</li> </ul>	CEO/OBO Person Represented (Building Owner)
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Duly accomplished application form: <ul style="list-style-type: none"> <li>- Unified Application Form</li> <li>- Details of the form</li> </ul>	CEO/OBO Person Represented (Building Owner)
Cost Estimate/Specification/Structural Computation (1 original, 2 photocopies)	Hired Licensed Professional (Architect/Civil Engineer)
Signed and sealed Architectural, Structural and Electrical Plans (3 blue print copies)	Hired Licensed Professional (Architect/Civil/Mechanical Engineer)
Professional License (1 photocopy)	Professional Regulations Commission
Professional Tax Receipt (1 photocopy)	CTO
Contract of Lease (3 Photocopies)	Building/Lot Owner of Project Site/Location
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Photographs of front and side views of	Photo Shop/Center



construction site (2 original)				
Construction Safety Health Program with Official Receipt (1 original, 1 photocopy)		DOLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Accept application form and the complete requirements.	None	20 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)
	1.1 Encode application in the system.			or ARMAN P. BERNABE <i>Administrative Aide</i> IV, (OSSCPAS, CEO/OBO)
	1.2 Issue claim stub for client's application reference.			
	1.3 Process Fire Safety Evaluation Certificate (FSEC) and Locational Clearance (LC).		2 Days (Waiting time prior to issuance of FSEC and LC)	OFFICERS OF THE DAY (OSSCPA)
2. Ensure availability during scheduled inspection.	2. Conduct inspection to verify compliance with the approved plans and specifications.	None	2 Days	ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)
	2.1 Process Building	None	2 Days	ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i>



	Permit application.			<p>(OSSCPAS, CEO/OBO)</p> <p>ENGR. CRISANTO M. MARTINEZ <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. ERWIN G. MAGTUBA <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. MARVIN A. MONSALE <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. NEREUS ALDRIN C. SANTIAGO <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p>
	2.2 Issue Order of Payment upon completion of inspection.	None	5 Minutes	<p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p>





				or ROBERTO D. BERDIN <i>Administrative Assistant I</i> (OSSCPAS, CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue official receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CASHIER (OSSCPA)
4. Present OR to Window 4, Room 311, OSSCPAS, CEO/OBO, and claim the accessory building permit.	4. Verify OR, and release the accessory building permit.	None	5 Minutes	MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)  or MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		*ASF + CGFF + ESFF + CF = TF	6 Days and 35 Minutes	

Legend:

ASF (Advertising Surface Fee) + CGFF (Construction Ground Foundation Fees), ESFF (Electrical Supply Facility Fee) + CF (Computerization Fee) = TF (Total Fees)

<b><u>SCHEDULE OF FEES</u></b>
<p><b>1. ASF (Advertising Surface Fee)</b></p> <p>ASF = A1 + A2 + B/Co</p>



A1 = display surface x PHP 120/square meter

A2 = every fraction in excess of 4 square meter (excess display surface area x PHP 24/square meter)

B = installation fee for type of Business Sign (a1, b1, c1) x corresponding rate

Co = installation fee for type of Advertising sign

Signage	Rate
<b>A1</b> Billboard Signs Erection and anchorage of display surface, up to 4.00	PHP 120/square meter
<b>A2</b> Square meter of signboard area Every fraction in excess of 4 square meter	PHP 24/square meter +
<b>B</b> Business sign: Installation fee for neon <ul style="list-style-type: none"> <li>a. For lighted</li> <li>b. Tarpaulin</li> <li>c. Painted on</li> </ul>	PHP 36/square meter PHP 24/square meter PHP 15/square meter PHP 9.60/square meter
<b>Co</b> Advertising sign: Installation fee for neon <ul style="list-style-type: none"> <li>a. For lighted</li> <li>b. Tarpaulin</li> <li>c. Painted on</li> </ul>	PHP 52/square meter PHP 36/square meter PHP 24/square meter PHP 18/square meter

## 2. CGFF (Construction of Ground Foundation Fees)

$$2.1 \text{ CGFF} = \text{IF} + \text{EF}$$

$$2.2 \text{ CGFF} = \text{IF} + \text{EF} + \text{EBPAF}$$

Excavation of Footing/Foundation <ul style="list-style-type: none"> <li>• Inspection Fee (IF)</li> <li>• Excavation Fee (EF)</li> <li>• Encroachment of Building to Public Areas Fee (EBPAF)</li> </ul>	PHP 200 PHP 3/cubic meter PHP 250/square meter
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### 3. ESFF (Electrical Supply Facility Fee)

$$EF = (\text{KVA}) \times \text{Rate} + \text{Filing Fee}$$

Note: For 5 KVA or less, minimum Electrical Fee (EF) is PHP 200

Total Electrical Load (KVA)	Rate	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 50 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 300 to 1500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,500 to 6,000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6,000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

### 4. CF (Computerization Fee) = PHP 20

## 3. Accessory Building Permit Application (Temporary Sidewalk Enclosure)

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the Office of the City Engineer/Building Official prior to start of construction.

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	All owners of residential, commercial, industrial and institutional buildings	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Duly accomplished application form:		
<ul style="list-style-type: none"> <li>- Application form</li> <li>- Details of the form</li> </ul>		CEO/OBO Building Owner
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)



Original/Transfer Certificate of Title (1 certified true copy)		Registry of Deeds		
Real Property Tax Declaration (1 photocopy)		City Assessor's Office (CAssrO)		
Current Real Property Tax Receipt (1 original, 1 photocopy)		City Treasurer's Office (CTO)		
Issued Building Permit, if any (1 photocopy)		CEO/OBO		
Photograph of Site Location (1 original)		Photo Shop/Center		
<b>Representative:</b>				
Duly accomplished application form: - Application form - Details of the form		CEO/OBO Building Owner		
Authorization letter (1 original)		Person Presented (Building Owner)		
Any valid government ID card of the representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any valid government ID card of the person represented (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Original/Transfer Certificate of Title (1 certified true copy)		Registry of Deeds		
Real Property Tax Declaration (1 photocopy)		CAssrO		
Current Real Property Tax Receipt (1 original, 1 photocopy)		CTO		
Issued Building Permit, if any (1 photocopy)		CEO/OBO		
Photograph of Site Location (1 original)		Photo Shop/Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form together with the complete requirements at Window 1, Room 311 or OSSCPAS,	1. Accept application form and the complete requirements.  1.1 Encode application in the system.	None	20 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)  or  ARMAN P. BERNABE <i>Administrative</i>



CEO/OBO.	<p>1.2 Issue claim stub for client's application reference.</p> <p>1.3 Process application.</p>	None	2 Days	<p><i>Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)</p> <p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. ERWIN G. MAGTUBA <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p>
	1.4 Issue Order of Payment to the client.	None	5 Minutes	<p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>ROBERTO D. BERDIN <i>Administrative Assistant I</i></p>



				(OSSCPAS, CEO/OBO)
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	CASHIER (OSSCPA)
3. Present OR, and claim the construction permit.	3. Verify OR, and release the construction permit.	None	30 Minutes	MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)  MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		*TSE + C = TF	2 Days and 1 Hour	

\*Legend:

TSEF (Temporary Sidewalk Enclosure Fee) + CF (Computerization Fee) = TF (Total Fees)

<b>SCHEDULE OF FEES</b>
<p><b>1. TSEF (Temporary Sidewalk Enclosure Fee) = A, or, A + B</b></p> <p>A = Area up to 20 square meter: PHP 240            B = in excess of A x PHP 12/square meter</p> <p><b>2. CF (Computerization Fee) = PHP 20</b></p>



#### 4. Accessory Building Permit Application for Fencing (including Firewall Separate from Building) and Road Construction

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the City Engineer's Office/Office of the Building Official prior to start of construction.

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	All owners of residential, commercial, industrial and institutional buildings	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b><i>Fencing Permit (including Firewall separate from building)</i></b>		
<b>Principal:</b>		
Duly accomplished application form signed by owner and professional in charge of construction/installation:		
<ul style="list-style-type: none"> <li>- Application form</li> <li>- Details of the form</li> </ul>		CEO/OBO Building Owner
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Fencing plans signed and sealed by Architect/Engineer (3 blue print copies)		Hired Licensed Professional (Architect/Civil Engineer)
Signed and sealed Site Development Plan with Vicinity Map (3 photocopies)		Hired Licensed Professional (Geodetic Engineer)
Proof of right over the lot/property where the fence will be constructed:		
a) Land Title (if owned) (4 certified true copies)		Registry of Deeds
b) Lease of Contract (if not owned) (4 certified true copies)		Lessor
c) Board Resolution or Secretary's Certificate/Authority if lot is owned by Corporation (3 photocopies)		Corporate Owner



Real Property Tax Declaration (3 photocopies)	City Assessor's Office (CAssrO)
Current Real Property Tax Receipt (1 original and 1 photocopy)	City Treasurer's Office (CTO)
Signed and sealed Bill of Materials/Cost Estimate (3 photocopies)	Hired Licensed Professional (Architect/Civil Engineer)
Approved Locational Clearance (1 original and 1 photocopy)	City Planning & Development Office (CPDO)
If with hot works, Fire Safety Evaluation Clearance (1 original and 1 photocopy)	Bureau of Fire Protection (BFP)
<b>Representative</b>	
Duly accomplished application form signed by owner and professional in charge of construction/installation: <ul style="list-style-type: none"> <li>- Application form</li> <li>- Details of the form</li> </ul>	CEO/OBO Building Owner
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Fencing plans signed and sealed by Architect/Engineer (3 blue print copies)	Hired Licensed Professional (Architect/Civil Engineer)
Signed and sealed Site Development Plan with Vicinity Map (3 photocopies)	Hired Licensed Professional (Geodetic Engineer)
Proof of right over the lot/property where the fence will be constructed: <ul style="list-style-type: none"> <li>a) Land Title (if owned) (4 certified true copies)</li> <li>b) Lease of Contract (if not owned) (4 certified true copies)</li> <li>c) Board Resolution or Secretary's Certificate/Authority if lot is owned by Corporation (3 photocopies)</li> </ul>	Registry of Deeds  Lessor  Corporate Owner
Real Property Tax Declaration (3 photocopies)	CAssrO
Current Real Property Tax Receipt (1 original and 1 photocopy)	CTO





Signed and sealed Bill of Materials/Cost Estimate (3 photocopies)	Hired Licensed Professional (Architect/Civil Engineer)
Approved Locational Clearance (1 original and 1 photocopy)	CPDO
If with hot works, Fire Safety Evaluation Clearance (1 original and 1 photocopy)	BFP
<b>Road Construction Permit</b>	
<b>Principal:</b>	
Duly accomplished application form signed and sealed by owner and Construction in charge of construction: <ul style="list-style-type: none"> <li>- Application form</li> <li>- Details of the form</li> </ul>	CEO/OBO Building Owner
Any valid government ID card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Signed and sealed Road Construction Plan	Hired Licensed Professional (Architect/Civil Engineer)
Signed and sealed Site Development Plan with Vicinity Map (3 photocopies)	Hired Licensed Professional (Geodetic Engineer)
Proof of right over the lot/property where the fence will be constructed: <ul style="list-style-type: none"> <li>a) Land Title (if owned) (4 certified true copies)</li> <li>b) Lease of Contract (if not owned) (4 certified true copies)</li> <li>c) Board Resolution or Secretary's Certificate/Authority if lot is owned by Corporation (3 photocopies)</li> </ul>	Registry of Deeds  Lessor  Corporate Owner
Real Property Tax Declaration (3 photocopies)	CAssrO
Current Real Property Tax Receipt (1 original and 1 photocopy)	CTO
Signed and sealed Bill of Materials/Cost Estimate (3 photocopies)	Hired Licensed Professional (Architect/Civil Engineer)
Approved Locational Clearance (1 original and 1 photocopy)	CPDO
If with hot works, Fire Safety Evaluation Clearance (1 original and 1 photocopy)	BFP
<b>Representative:</b>	
Duly accomplished application form signed	



and sealed by owner and contractor in charge of construction: - Application Form - Details of the Form		CEO/OBO Building Owner		
Authorization letter (1 original)		Building Owner		
Any valid government ID card of the representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any valid government ID card of the person represented (Building Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Signed and sealed Road Construction Plan		Hired Licensed Professional (Architect/Civil Engineer)		
Signed and sealed Site Development Plan with Vicinity Map (3 photocopies)		Hired Licensed Professional (Geodetic Engineer)		
Proof of right over the lot/property where the fence will be constructed: a) Land Title (if owned) (4 certified true copies) b) Lease of Contract (if not owned) (4 certified true copies) c) Board Resolution or Secretary's Certificate/Authority if lot is owned by Corporation (3 photocopies)		Registry of Deeds  Lessor  Corporate Owner		
Real Property Tax Declaration (3 photocopies)		CAssrO		
Current Real Property Tax Receipt (1 original and 1 photocopy)		CTO		
Signed and sealed Bill of Materials/Cost Estimate (3 photocopies)		Hired Licensed Professional (Architect/Civil Engineer)		
Approved Locational Clearance (1 original and 1 photocopy)		CPDO		
If with hot works, Fire Safety Evaluation Clearance (1 original and 1 photocopy)		BFP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form together with the complete	1. Accept application form and the complete requirements.	None	20 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)



<p>requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.</p>	<p>1.1 Encode application in the system.</p> <p>1.2 Issue claim stub for client's application reference.</p> <p>1.3 Process Locational Clearance.</p>		<p>1 Day (waiting time prior to issuance of LC)</p>	<p>or</p> <p>ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>OFFICER OF THE DAY (OSSCPA)</p>
<p>2. Ensure the availability during inspection based on the given schedule thereof.</p>	<p>2. Conduct inspection to verify compliance with the approved plans and specifications.</p>	<p>None</p>	<p>1 Day</p>	<p>ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)</p> <p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. CRISANTO M. MARTINEZ <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II,</i> (OSSCPAS, CEO/OBO)</p>



	<p>2.1 Process accessory building permit.</p> <p>2.2 Issue Order of Payment upon completion of inspection.</p>	<p>None</p> <p>None</p>	<p>25 Minutes</p> <p>5 Minutes</p>	<p>ENGR. ERWIN G. MAGTUBA <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>ROBERTO D. BERDIN <i>Administrative Assistant I</i> (OSSCPAS, CEO/OBO)</p>
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	3. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	CASHIER (OSSCPA)
4. Present OR, and claim the accessory building permit to Window 4, Room 311, OSSCPAS, CEO/OBO.	4. Verify OR, and release the accessory building permit.	None	5 Minutes	<p>MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)</p>
<b>TOTAL:</b>		*LGF + LPF + RCF + CF = TF	2 Days and 1 Hour	



\*Legend:

LGF (Line & Grade Fee) + LPF (Length of Perimeter Fee) + RCF (Road Construction Fee) + CF (Computerization Fee) = TF (Total Fees)

<b>SCHEDULE OF FEES</b>	
<b>1. LGF (Line and Grade Fees)</b>	
<b>1.1 LG = A + B + C</b>	
A = Frontage of Lot 1 up to 10 meters	PHP 24
B = Every meter or fraction in excess of 10 m. x	PHP 2.40/meter
C = Other sides total length x	PHP 1.20/meter
<b>1.2 LG = A + C</b>	
A = Frontage of Lot 1 up to 10 meters	PHP 24
C = Other sides total length x	PHP 1.20/meter
<b>2. LPF (Length of Perimeter Fee)</b>	
<b>LPF = E1, or, E2</b>	
E1 = Fencing material (type 1 made of masonry or concrete, Rate = PHP 4/meter)	
E2 = Fencing material (type 2 made of indigenous materials barbed wires, cyclone wire, bamboo, gi sheets etc, Rate =PHP 2.40/meter)	
<b>Type of Fencing</b>	<b>Rate</b>
Fencing up to 1.8 meter in height:	
- Made of masonry, concrete and in excess of 1.80 meter	PHP 4/meter
- Made of indigenous materials, barbed wire etc.	PHP 2.40/meter
<b>3. RCF (Road Construction Fee)</b>	
RCF = F x Rate	
F = Area of Road	
Rate: PHP 24/square meter	
<b>4. CF (Computerization Fee) = PHP 20</b>	



## 5. Accreditation of Commercial Establishment/Company

Public Employment Service Office handles accreditation of commercial establishments/companies to ensure legality, adhere to Philippine Labor Laws and to participate in policy and decision-making processes.

<b>Office or Division:</b>	Public Employment Service Office (PESO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B – Government to Business		
<b>Who may avail:</b>	Commercial Establishments (local/international)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
Letter of Intent (1 original)		Commercial Establishment (Applicant)	
Any Government Identification Card of the (1 original, 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)	
Company Profile w/ Organizational Structure (1 original)		Commercial Establishment (Applicant)	
Certificate of Registration (1 photocopy)		Department of Trade and Industry/Securities and Exchange Commission	
Certificate of No Pending Case (1 original)		Department of Labor and Employment	
Company's List of Clients with Approved Contracts, if applicable (1 original)		Department of Labor and Employment	
Business Permit (1 photocopy)		Business Permits and Licensing Office (BPLO)	
List of Job Vacancies (1 original)		Commercial Establishment (Applicant)	
DMW License and Job Order, if applicable (1 photocopy)		Department of Migrant Workers	
Phil Job Net Registration (1 photocopy)		Department of Labor and Employment	
<b>Representative:</b>			
Authorization Letter (1 original)		Person Represented (Commercial Establishment)	
Any Government Identification Card of the Person Represented (Commercial Establishment) (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Any Government Identification Card of the Representative (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Letter of Intent (1 original)		Commercial Establishment (Applicant)	
Company Profile w/ Organizational Structure (1 original)		Commercial Establishment (Applicant)	
Certificate of Registration (1 photocopy)		Department of Trade and Industry/Securities and Exchange Commission	



Certificate of No Pending Case (1 original)		Department of Labor and Employment		
Company's List of Clients with Approved Contracts, if applicable (1 original)		Department of Labor and Employment		
Business Permit (1 photocopy)		BPLO		
List of Job Vacancies (1 original)		Commercial Establishment (Applicant)		
DMW License and Job Order, if applicable (1 photocopy)		Department of Migrant Workers		
Phil Job Net Registration (1 photocopy)		Department of Labor and Employment (DOLE)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit updated and complete requirements at the receiving section of PESO.	1. Accept complete requirements.	None	5 Minutes	RECCE CATALINA J. PETILLA <i>Administrative Aide I (PESO)</i>
	1.1 Verify and evaluate to assess the authenticity of submitted documents.	None	5 Minutes	
	1.2 Process application for accreditation.	None	10 Minutes	LILIA G. BORNILLA <i>Administrative Aide I (PESO)</i>
2. Proceed to the office of PESO Manager for interview.	2. Conduct interview and approve application.	None	15 Minutes	ATTY. MARLA OLIVIA BELLO-ALOM <i>PESO Manager (PESO)</i>
3. Claim Certificate of Accreditation at the Releasing Section of PESO.	3. Release application for accreditation upon signing in the logbook.	None	5 Minutes	RECCE CATALINA J. PETILLA <i>Administrative Aide I (PESO)</i>
<b>TOTAL:</b>		None	40 Minutes	

## 6. Addressing Complaints on Sanitation

The City Health Office receives complaints on Environmental Health and conducts immediate investigation upon receipt thereof.



<b>Office or Division:</b>	City Health Office (CHO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Complaint Form - Complaint Form - Information/details to be indicated in the Complaint Form		CHO Complainant		
Complaint letter with supporting documents (e.g. barangay certification) (1 original)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished complaint form together with all requirements to the Environmental Sanitation Services Office, Room 106, Pasay City Hall.	1. Acknowledge submission and check the veracity of the complaint and submitted documents.  1.1 Inform the client with the schedule of site inspection.	None	20 Minutes	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)  BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)  BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)  ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)  RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)  ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)  JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)  GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)





				JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)
2. Proceed to the location indicated in the complaint and assist the ESS inspector with the actual site investigation of business establishment to validate the complaint.	2. Conduct actual site investigation of business establishment and produce a report indicating the significant findings and/or recommendation thereafter.	None	3 Days	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)  BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)  BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)  ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)  RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)  ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)  JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)  GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)  JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)



<p>3. Proceed to the City Health Office and secure a copy of Report/Findings and/or Recommendation from ESS.</p>	<p>3. Provide the client with a copy of Report/Findings and/or Recommendation.</p>	<p>None</p>	<p>10 Minutes</p>	<p>YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)</p> <p>BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)</p> <p>BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)</p> <p>ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)</p> <p>RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)</p> <p>ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)</p> <p>JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)</p> <p>GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)</p> <p>JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)</p>
<p>4. Check whether or not the recommendations set by the ESS inspector are being implemented.</p>	<p>4. Conduct follow-up inspection and make a final report thereafter.</p> <p>4.1 Issue the Report/ Recommendation to the client.</p>	<p>None</p>	<p>1 Hour</p>	<p>YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)</p> <p>BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)</p> <p>BRAYAN HENRY V.</p>



				<p>NAVARES <i>Sanitation Inspector I</i> (CHO)</p> <p>ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)</p> <p>RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)</p> <p>ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)</p> <p>JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)</p> <p>GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)</p> <p>JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)</p>
5. Sign the logbook after receipt of the Final Report/ Recommendation at the City Health Office.	5. Maintain a copy thereof for file reference.	None	10 Minutes	<p>YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)</p> <p>BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)</p> <p>BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)</p> <p>ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)</p> <p>RETCHEL S. BAINTO <i>Sanitation Inspector I</i></p>



				(CHO) ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO) JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO) GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO) JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)
<b>TOTAL:</b>		None	3 Days, 1 Hour and 40 Minutes	

## 7. Application for Annual Building Inspection Certificate

Owners of commercial and industrial buildings should secure Annual Building Inspection Certificate from the Office of the City Engineer's Office/Office of the Building Official prior to the renewal of Business Permit.

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government
<b>Who may avail:</b>	All owners of commercial and industrial buildings
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal:</b>	
Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Building Permit and its ancillary permits for new construction, renovation, (recent) repair/ed upgraded/rehabilitated wholly or	CEO/OBO



partially of the building/appurtenances/ facilities (1 photocopy)	
Certificate of Occupancy (1 photocopy)	CEO/OBO
Previously issued Business Permit (1 photocopy)	Business Permits and Licensing Office (BPLO)
Previously issued Annual Inspection Certificate (1 photocopy)	CEO/OBO
Electrical Safety Certificate (1 original, 1 photocopy)	Hired Electrical Engineer
Duly signed and sealed Structural Stability and Safety Certificate (1 original, 1 photocopy)	Hired Civil/Structural Engineer
Duly signed and sealed Mechanical Operation Safety Certificate (1 original, 1 photocopy)	Hired Mechanical Engineer
Discharge Permit (1 original, 1 photocopy)	Laguna Lake Development Authority (LLDA)
Environmental Impact Statement for environmental and marine impact related projects like communication towers, hospitals, airports, manufacturing factories, etc. (1 photocopy)	Department of Environment and Natural Resources (DENR)
Fire Safety Inspection Certificate (1 photocopy)	Bureau of Fire Protection (BFP)
Approved Conformance Certificate (1 photocopy)	City Planning & Development Office (CPDO)
<b>Representative:</b>	
Authorization letter (1 original and 1 photocopy)	Person Represented (Building Owner)
Any valid government ID card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Building Permit and its ancillary permits for new construction, renovation, (recent) repair/ed upgraded/ rehabilitated wholly or partially of the building/appurtenances/	CEO/OBO



facilities (1 photocopy)				
Certificate of Occupancy (1 photocopy)		CEO/OBO		
Previously issued Business Permit (1 photocopy)		BPLO		
Previously issued Annual Inspection Certificate (1 photocopy)		CEO/OBO		
Electrical Safety Certificate (1 original, 1 photocopy)		Hired Electrical Engineer		
Duly signed and sealed Structural Stability and Safety Certificate (1 original, 1 photocopy)		Hired Civil/Structural Engineer		
Duly signed and sealed Mechanical Operation Safety Certificate (1 original, 1 photocopy)		Hired Mechanical Engineer		
Discharge Permit (1 original, 1 photocopy)		LLDA		
Environmental Impact Statement for environmental and marine impact related projects like communication towers, hospitals, airports, manufacturing factories, etc. (1 photocopy)		DENR		
Fire Safety Inspection Certificate (1 photocopy)		BFP		
Approved Conformance Certificate (1 photocopy)		CPDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Accept the requirements and verify completeness thereof.	None	5 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)  or  ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS,



	1.1 Conduct actual building inspection.	None	1 Day	<p>CEO/OBO)</p> <p>ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)</p>
	1.2 Process application.	None	1 Day	<p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. CRISANTO M. MARTINEZ <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. SALVADOR T. VILLARIN III <i>Engineer IV,</i> (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. ERWIN G. MAGTUBA <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p>



				<p>ENGR. MARVIN A. MONSALE <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. NEREUS ALDRIN C. SANTIAGO <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. JERSON VINCENT T. TECSON <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. RHANDY L. FARRE <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>ROBERTO D. BERDIN <i>Administrative Assistant I</i> (OSSCPAS, CEO/OBO)</p>
	1.3 Issue Order of Payment to the client.	None	5 Minutes	





2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	Cashier (OSSCPA)
3. Present OR to Window 4, Room 311, OSSCPAS, CEO/OBO and claim Annual Building Inspection Certificate.	3. Verify OR, and release the Annual Building Inspection Certificate.	None	30 Minutes	MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)  or MELANIE ANN R. ABRACOSA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		*ABF + A EIF + AEcIF + AP/SIF + AMIF + CF = TF	2 Days and 45 Minutes	

**\*Legend:**

ABIF (Annual Building Inspection Fee) + AEIF (Annual Electrical Inspection Fee) + AEcIF (Annual Electronics Inspection Fee) + AP/SIF (Annual Plumbing/Sanitary Inspection Fee) + AMIF (Annual Mechanical Inspection Fee) + CF (Computerization Fee) = (TF) Total Fees

<b><u>SCHEDULE OF FEES</u></b>	
<b>1. ABIF (Annual Building Inspection Fee)</b>	
ABIF = Total Floor Area X Rate	
<b>Total Floor Area</b>	<b>Rate</b>
Up to 100 square meter	PHP 120/unit
Above 100 to 200 square meter	PHP 240



Above 200 to 350 square meter	PHP 480
Above 350 to 500 square meter	PHP 720
Above 500 to 750 square meter	PHP 960
Above 750 to 1000 square meter	PHP 1,200
Above 1000 or its portion in excess of 1000	PHP 1,200

## 2. AEIF (Annual Electrical Inspection Fee)

AEIF = KVA x Rate + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee (EF) is PHP 200

Total Electrical Load (KVA)	Rate/KVA	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 50 to 300 KVA	PHP 10/KVA	PHP 1,100
Over 300 to 1,500 KVA	PHP 5/KVA	PHP 3,600
Over 1,500 to 6000 KVA	PHP 2.50/KVA	PHP 9,600
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850

## 3. AEClF (Annual Electronics Inspection Fee)

AEClF = Electronic Load of Item Description X Rate

Item Description	Rate per Electronic Load
Each switch port, any type of electronic controlled installation. CATV/MATV/CCTV	PHP 2.40/port
Each electronic center control/communication equipment shelter, radio broadcast station/ Studios, auditoriums, theaters and the like. Antennas, masts for any communications/transmissions/receptions.	PHP 1,000/location
Automated teller machine, ticketing/vending/ telephone booth.	PHP 10/unit
Other types or electronic devices, apparatus, instruments or units not specifically/identified above	PHP 50/unit
Pole and Attachment: Each Pole Each Pole Attachment	PHP 20/pole PHP 20/attachment

## 4. AP/SIF (Annual Plumbing/Sanitary Inspection Fee)



AP/SIF = No. of Water Closet X Rate

A = No. of Water Closet

Rate = PHP 60

### 5. AMIF (Annual Mechanical Inspection Fee)

AMIF = TQIA x R

TQIA = Type and Quantity of Item/s in the Application

R= Rate corresponding to the Items in the application

Type and Quantity of Item	Rate
Cold storages & Ice plants Up to 100 tons capacity	PHP 25/ton
Above 100 tons up to 150 tons	PHP 20/ton
Above 150 tons up to 300 tons	PHP 15/ton
Above 300 tons to 500 tons	PHP 10/ton
In excess above 500 tons	PHP 5/ton
Window type	PHP 40/unit
Packaged/ Centralized Air-con System 1 <sup>st</sup> 100 tons	PHP 25/unit
Above 100 tons up to 150 tons	PHP 20/unit
Above 150 tons up to 300 tons	PHP 15/unit
Above 300 tons up to 500 tons	PHP 10/unit
In excess of 500 tons	PHP 5/unit
Mechanical Ventillation (blowers or fan) Up to 1 kw per unit	PHP 10/unit
Above 1 kw to 7.5 kw	PHP 50/unit
In excess or fraction above 7.5 kw	PHP 20/unit
Escalators and moving walks, Funiculars	PHP 120/unit
Elevators (Passenger)	PHP 500/unit
Elevators (Freight)	PHP 400/unit
Elevators (Cars)	PHP 500/unit
Dumbwaiters (Motor Driven)	PHP 50/unit
Construction Elevator	PHP 400/unit
Every landing above first five landing for all above elevators	PHP 5/landing
Boilers Up to 7.5 Kw	PHP 400/unit
Above 7.5 kw to 22 kw	PHP 550/unit
Above 22 kw to 37 kw	PHP 600/unit



Above 37 kw to 52 kw	PHP 650/unit
Above 52 kw to 67 kw	PHP 800/unit
Above 67 kw to 74 kw	PHP 900/unit
Pressurized water heaters	PHP 120/unit
Water, sump and sewage pumps for commercial /industrial use	PHP 55/kw
Automatic Fire Sprinkler-sprinkle head	PHP 2/unit excluding the pump
Generator – diesel/gasoline/steam/hydro/ nuclear or solar generating units	
Up to 50 kw	PHP 15/kw
Above 50 up to 100 kw	PHP 10/kw
Every kw above 100 kw	PHP 2.40/kw
Compressed Air for Commercial, Industrial and Institutional Use, per unit	PHP 10/unit
Pressure Vessel	PHP 40/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 24/ton
Internal combustion engine (forklift, loader, mixers, compressors trucks kw/unit)	
Up to 100 kw	PHP 100/unit
Every fraction above 100 kw	PHP 3/unit
Testing/Calibration of pressure gauge for each gas meter	PHP 30/unit
Every mechanical ride, inspection, etc., used in amusement centers such as ferries wheel, carousel and the like	PHP 30/unit

#### 6. Computerization Fee – PHP 20

### 8. Application for Certificate of Occupancy

Owners of residential, commercial, industrial and institutional buildings shall secure a Certificate of Occupancy from the City Engineer's Office/Office of the Building Official before the actual use of the building.

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government



<b>Who may avail:</b>	All owners of residential, commercial, industrial and institutional buildings
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Principal:</b>	
Duly filled-up Certificate of Occupancy Application Form: - Application form - Details of the form	CEO/OBO Building Owner
Duly filled-out Unified Application Form for Certificate of Occupancy and Fire Safety Inspection Certificate (UAFCOFSIC): - Unified Application Form - Details of the form	CEO/OBO Building Owner
Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Issued Building Permit and its Ancillary Permits (1 original)	CEO/OBO
Locational Clearance (1 photocopy)	City Planning and Development Office (CPDO)
Duly Notarized Certificate of Completion, signed by the owner/applicant and sealed by the duly licensed Architect or Civil Engineer in-charge of construction (3 original)	Hired Architect/Civil Engineer
Approved Plans and Specifications (1 owner's copy)	Building Owner
Fire Safety Checklist (1 photocopy)	Bureau of Fire Protection (BFP)
Signed and sealed construction logbook (1 original)	Hired Architect/Civil Engineer
Photographs of the completed structure showing front, 2 sides and rear views (1 original)	Photo Shop/Center
Professional License (3 photocopies)	Professional Regulation Commission (PRC)
Professional Tax Receipt of Architect/Civil Engineer (3 photocopies)	City Treasurer's Office where the licensed professional practice profession
Owner's copy of Fire Safety Checklist and	Pasay City Bureau of Fire Protection (PCBFP)



its corresponding FSEC (1 photocopy)	
Application form for Tax Declaration (1 original)	City Treasurer's Office (CTO)
Construction Contractor's Tax	City Treasurer's Office
<b>If there are changes in the approved building plans:</b> As-Built Plans reflecting all the changes/modifications/alteration/amendments made (1 original, 2 photocopies)	Hired Architect/Civil Engineer, etc.
<b>For Certificate of Final Electrical Inspection (CFEI) Application:</b> <ul style="list-style-type: none"> <li>- Yellow Card (1 original)</li> <li>- Issued Wiring/Electrical Permit/ Cert. of Final Electrical Inspection/ Completion (1 original)</li> <li>- Approved Electrical Plan (1 original)</li> </ul>	Any Electrical Service Provider CEO/OBO  Any Electrical Service Provider
<b>Representative:</b>	
Duly filled-out Certificate of Occupancy Application Form: <ul style="list-style-type: none"> <li>- Application form</li> <li>- Details of the form</li> </ul>	CEO/OBO Building Owner
Duly filled-up Unified Application Form for Certificate of Occupancy and Fire Safety Inspection Certificate (UAFCOFSIC): <ul style="list-style-type: none"> <li>- Unified Application Form</li> <li>- Details of the form</li> </ul>	CEO/OBO Building Owner
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Issued Building Permit and its Ancillary Permits (1 original)	CEO/OBO
Locational Clearance (1 photocopy)	CPDO
Duly Notarized Certificate of Completion, signed by the owner/applicant and sealed by the duly licensed Architect or Civil	Hired Architect/ Civil Engineer



Engineer in-charge of construction (3 original)				
Approved Plans and Specifications (1 owner's copy)		Building Owner		
Fire Safety Checklist (1 photocopy)		BFP		
Signed and sealed construction logbook (1 original)		Hired Architect/Civil Engineer		
Photographs of the completed structure showing front, 2 sides and rear views (1 original)		Photo Shop/Center		
Professional License (3 photocopies)		PRC		
Professional Tax Receipt of Architect/Civil Engineer (3 photocopies)		City Treasurer's Office where the licensed professional practice profession		
Owner's copy of Fire Safety Checklist and its corresponding FSEC (1 photocopy)		PCBFP		
Application form for Tax Declaration (1 original)		CTO		
Construction Contractor's Tax		CTO		
<b>If there are changes in the approved building plans:</b> As-Built Plans reflecting all the changes modifications/alteration/amendments made (1 original, 2 photocopies)		Hired Architect/Civil Engineer, etc.		
<b>For Certificate of Final Electrical Inspection (CFEI) Application:</b> <ul style="list-style-type: none"> <li>- Yellow Card (1 original)</li> <li>- Issued Wiring/Electrical Permit/ Cert. of Final Electrical Inspection/ Completion (1 original)</li> <li>- Approved Electrical Plan (1 original)</li> </ul>		Any electrical service provider CEO/OBO  Any electrical service provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certificate of Occupancy Application Form and UAFCOFSIC	1. Accept application forms together with the complete requirements.	None	30 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)  or



<p>together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.</p>	<p>1.1 Encode application in the system.</p> <p>1.2 Issue the claim stub for client's application reference.</p> <p>1.3 Process Fire Safety Inspection Certificate (FSIC) and Certificate of Conformance (COC).</p>	<p>None</p>	<p>3 Days (waiting time prior to issuance of FSIC and COC)</p>	<p>ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p><i>OFFICERS OF THE DAY</i> (OSSCPA, CPDO and Local BFP)</p>
<p>2. Ensure availability during the scheduled inspection.</p>	<p>2. Conduct inspection to verify compliance with the approved plans and specifications:</p> <p>2.1 Process the application upon completion of inspection.</p>	<p>None</p>	<p>3 Days</p>	<p>ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)</p> <p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. CRISANTO M. MARTINEZ <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. SALVADOR T. VILLARIN III</p>





				<p><i>Engineer IV,</i> (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. ERWIN G. MAGTUBA <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. MARVIN A. MONSALE <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. NEREUS ALDRIN C. SANTIAGO <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. JERSON VINCENT T. TECSON <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. RHANDY L. FARRE <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p>
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	2.2 Issue the Order of Payment upon completion of inspection.	None	5 Minutes	LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)  or  ROBERTO D. BERDIN <i>Administrative Assistant I</i> (OSSCPAS, CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CASHIER (OSSCPA)
4. Present OR, and claim the Certificate of Occupancy.	4. Verify OR, and release the Certificate of Occupancy.	None	5 Minutes	MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)  or  MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		*CORBA + CF = TF  or  COC/IBA + CF = TF	6 Days and 45 Minutes	



	or COIBA+ CF = TF		
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\*Legend:

CORBA (Certificate of Occupancy for Residential Building Application) + CF (Computerization Fee)  
= TF (Total Fees)

COC/IBA (Certificate of Occupancy for Commercial/Industrial Building Application) + CF  
(Computerization Fee) = TF (Total Fees)

COIBA (Certificate of Occupancy for Institutional Buildings Application) + CF (Computerization Fee)  
= TF (Total Fees)

### SCHEDULE OF FEES

TF = Building Description x Rate + Computerization Fee: PHP 20

Description	Rate
<b>Residential Buildings</b>	
Costing up to PHP 150,000	PHP 100
More than PHP 150,000 up to PHP 400,000	PHP 200
More than PHP 400,000 up to PHP 850,000	PHP 400
More than PHP 850,000 up to PHP 1,200,000	PHP 800
Every million or portion in excess of PHP 1.20 M	PHP 800
<b>Commercial &amp; Industrial Buildings</b>	
Costing up to PHP 150,000	PHP 200
More than PHP 150,000 up to PHP 400,000	PHP 400
More than PHP 400,000 up to PHP 850,000	PHP 800



More than PHP 850,000 up to PHP 1,200,000	PHP 1,000
Every million or portion in excess of PHP 1.20 M	PHP 1,000
<b>Institutional Buildings</b>	
Costing up to PHP 150,000	PHP 150
More than PHP 150,000 up to PHP 400,000	PHP 250
More than PHP 400,000 up to PHP 850,000	PHP 600
More than PHP 850,000 up to PHP 1,200,000	PHP 900
Every million or portion in excess of PHP 1.20 M	PHP 900

## 9. Application for Entrance Examination

Securing application for Entrance Examination from the City University of Pasay. Passing the Entrance Test will qualify the student/s to enroll to any of the CUP offered courses.

<b>Office or Division:</b>	City University of Pasay (CUP)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Graduates of High School, Transferees from other Colleges/Universities
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Pasay Residents</b>	
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form	CUP Guidance Office  Applicant (Graduates of High School, Transferees from other Colleges/Universities)
Voter's ID Card or Voter's Certificate (1 photocopy)	COMELEC NCR 4th District
F138/F137 or TOR (1 original)	Last Attended DEP-Ed or CHED Accredited School
Barangay Clearance (1 original)	Barangay Hall
2x2 colored ID picture (4pcs.)	From any Photo Shop
Certificate of Good Moral Character (1 original)	Last Attended DEP-Ed or CHED Accredited School
Birth Certificate (1 photocopy)	Philippine Statistics Authority (PSA)
Envelope (1 long, brown)	Applicant (Graduates of High School, Transferees from other Colleges/Universities)
<b>For Non-Pasay Residents</b>	



Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Guidance Office  Applicant (Graduates of High School, Transferees from other Colleges/Universities)		
F138/F137 or TOR (1 original)		Last Attended DEP-Ed or CHED Accredited School		
Barangay Clearance (1 original)		Barangay Hall		
2x2 colored ID picture (4pcs.)		From any Photo Shop		
Certificate of Good Moral Character (1 original)		Last Attended DEP-Ed or CHED Accredited School		
Birth Certificate (1 photocopy)		PSA		
Envelope (1 long, brown)		Applicant (Graduates of High School, Transferees from other Colleges/Universities)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements together with the duly accomplished application form to the assigned personnel at the CUP Guidance Office.	1. Check the completeness and veracity of submitted requirements.	None	12 Minutes	PROF. KENNETH NYL C. ORESCO <i>Guidance Services Specialist II</i> (Guidance Office CUP)
2. Proceed to the CUP Cashier's Office for the payment of Examination fees.	2. Issue Official Receipt (OR) based on submitted order of payment.	Undergraduate Courses = PHP 150  Masteral = PHP 300	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II</i> Cashier (CUP)
3. Present Official Receipt (OR) to the CUP Guidance Office for scheduling of the Entrance Examination.	3. Check and record student's name at the Records Book for the exact schedule of Entrance	None	3 Minutes	PROF. KENNETH NYL C. ORESCO <i>Guidance Services Specialist II</i> (Guidance Office CUP)



	Examination.			
	<b>TOTAL:</b>	Under-graduate Courses = PHP 150  Masteral = PHP 300	17 Minutes	

## 10. Application for Mayor's Clearance

Pasay City residents seeking employment in the country and abroad and those who are applying for firearm licenses may secure a Mayor's Clearance from the City Administrator's Office.

<b>Office or Division:</b>	City Administrator's Office (ADMIN) Operations Division - Permits and Clearance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents who are eighteen (18) years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Fiscal's Clearance (1 original)		City Prosecutor's Office (CPO)		
Police Clearance (1 original)		PNP Pasay Station		
Community Tax Certificate (1 photocopy)		City Treasurer's Office		
<b>Applicants for police and military service:</b> Regional Trial Court Clearance (1 original)		Regional Trial Court		
<b>Applicants for firearm license:</b> Barangay Clearance (1 original)		Office of the Barangay where the client resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documentary requirements to the Receiving Section of the ADMIN.	1. Receive complete requirements then inform the client to wait for the processing of the request.  1.1 Prepare the Mayor's Clearance.  1.2 Forward the	None	7 Minutes	NERELIE N. BAUTISTA <i>Administrative Aide IV,</i> (ADMIN)



	clearance to the City Administrator for approval.			
2. Claim the Mayor's Clearance from the Receiving Section of the ADMIN.	2. Release the Mayor's Clearance to the client.	None	3 Minutes	NERELIE N. BAUTISTA <i>Administrative Aide IV,</i> (ADMIN)
<b>TOTAL:</b>		None	10 Minutes	

## 11. Application for Sanitary/Excavation (Ground Preparation) Permits

Owners of proposed new construction of residential, commercial, industrial and institutional buildings shall secure Sanitary/Excavation (Ground Preparation) Permits for the installation of septic tank, underground fuel tank, etc. from the City Engineer's Office/Office of the Building Official prior to installation/excavation.

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	All owners of residential, commercial, industrial and institutional buildings	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Ground Preparation</b>		
<b>Principal:</b>		
Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)	
Building and Design Plans (1 original and 4 blue print copies): - Architectural - Civil/Structural - Sanitary/Plumbing - Geodetic/Survey	Any Licensed Professional/s:  Architect Civil Engineer Sanitary Engineer Geodetic Engineer	
Written consent (if for new construction)	Affected neighborhood within the vicinity (left,	



(1 original)	right, front and back)
Excavation and Ground Preparation Plan (1 original)	Civil/Structural Engineer
<b>Representative:</b>	
Special Power of Attorney (1 original)	Person Represented (Building Owner)
Any valid government ID card of the person represented (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Building and Design Plans (1 original and 4 blue print copies): - Architectural - Civil/Structural - Sanitary/Plumbing - Geodetic/Survey	Any Licensed Professional/s:  Architect Civil Engineer Sanitary Engineer Geodetic Engineer
Written consent (if for new construction) (1 original)	Affected neighborhood within the vicinity (left, right, front and back)
Excavation and Ground Preparation Plan (1 original)	Civil/Structural Engineer
<b><i>Installation of Septic Tank, Cistern or Underground Tank</i></b>	
<b>Principal:</b>	
Any valid government ID card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Lot/Site Development Plan (1 original, 1 photocopy)	Any licensed Professional (Geodetic Engineer)
Signed and sealed Detailed Plans (1 original, 1 photocopy)	Any licensed Professional (Sanitary Engineer/Master Plumber)
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Written consent (if for new construction) (1 original)	Affected neighborhood within the vicinity (left, right, front and back)
<b>Representative:</b>	
Special Power of Attorney (1 original)	Person Represented (Building Owner)
Any valid government ID card of the person represented (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO





Lot/Site Development Plan (1 original, 1 photocopy)		Any licensed Professional (Geodetic Engineer)		
Signed and sealed Detailed Plans (1 original, 1 photocopy)		Any licensed Professional (Sanitary Engineer/Master Plumber)		
Contractor's All Risk Policy Insurance with Official Receipt (1 original)		Any Insurance Company		
For new construction: Written consent (1 original)		Affected neighborhood within the vicinity (left, right, front and back)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Accept the complete requirements and log the application.	None	15 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)  Or  ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)
	1.1 Process the application.	None	6 Days	ENGR. ERWIN G. MAGTUBA <i>Engineer III</i> (OSSCPAS, CEO/OBO)  ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)  ENGR. CARL BENEDICT A. CABANSAG



	1.2 Issue Order of Payment to the client.	None	15 Minutes	<p><i>Engineer III</i> (OSSCPAS, CEO/OBO)</p> <p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>ROBERTO D. BERDIN <i>Administrative Assistant I</i> (OSSCPAS, CEO/OBO)</p>
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue official receipt to the client.	Please see table re: schedule of fees below	5 Minutes	<i>CASHIER</i> (OSSCPA)
3. Present official receipt to Window 4, Room 311, OSSCPAS, CEO/OBO and claim the appropriate Sanitary/ Excavation Permit.	3. Verify official receipt and release the appropriate Sanitary/ Excavation Permit.	None	15 Minutes	<p>MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>MELANIE ANN R. ABRACOSA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)</p>
<b>TOTAL:</b>		For less than 50.00 cu. meter: VEM + CF =	6 Days and 50 Minutes	



	TF		
	For more than 50.00 cu. meter:		
	VEM + CB + CF = TF		

**\*Legend:**

*For less than 50.00 cu. meter:*

VEM (Volume of Excavated Materials) + CF (Computerization Fee (CF) = TF (Total Fees)

*For more than 50.00 cu. meter:*

VEM (Volume of Excavated Materials) + CB (Cash Bond) + CF (Computerization Fee (CF) = TF (Total Fees)

<b><u>SCHEDULE OF FEES</u></b>	
Volume of Excavated Materials (VEM)	
Inspection and Verification Fee	PHP 200.00
Per cu. meter of excavation	PHP 3.00
<b>CASH BOND (CB)</b>	
For the first 50.00 cu.m and more than 2.00 meter in depth:	PHP 50,000.00
In excess of 50 cu.m, 300.00 per cubic meter	PHP 300.00
CF (Computerization Fee)	PHP 20.00

## 12. Application for Signage Permit

Owners of commercial, industrial and institutional buildings should secure appropriate Signage Permit from the City Engineer's Office/Office of the Building Official prior to start of construction/installation.

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
<b>Who may avail:</b>	All owners of commercial, industrial and institutional buildings
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal:</b>	
Duly accomplished application form signed	



by owner and professional in charge of construction/installation <ul style="list-style-type: none"> <li>- Application form</li> <li>- Details to be indicated in the form</li> </ul>	CEO/OBO Document Owner
Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Building Permit, if applicable (1 photocopy)	CEO/OBO
Occupancy Permit, if applicable (1 photocopy)	CEO/OBO
For new application, photos of installation area (1 printed copy) For renewal, photos of existing signage (1 printed copy)	Building Owner
<b>Representative:</b>	
Duly accomplished application form signed by owner and professional in charge of construction/installation <ul style="list-style-type: none"> <li>- Application form</li> <li>- Details to be indicated in the form</li> </ul>	CEO/OBO Document Owner
Any Valid Government Identification Card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Valid Government Identification Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Authorization letter (1 original and 1 photocopy)	Person being represented (Building Owner)
Building Permit, if applicable (1 photocopy)	CEO/OBO
Occupancy Permit, if applicable (1 photocopy)	CEO/OBO
For new application, photos of installation area (1 printed copy) For renewal, photos of existing signage (1 printed copy)	Building Owner



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Accept application form and the complete requirements.	None	15 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)  or  ARMAN P. BERNABE <i>Administrative Aide</i> IV, (OSSCPAS, CEO/OBO)
	1.1 Process the application.	None	2 Days	ENGR. NEREUS ALDRIN C. SANTIAGO <i>Engineer III,</i> (OSSCPAS, CEO/OBO)  ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)
	1.2 Issue Order of Payment to the client.	BSP/ASP + CF = TF	15 Minutes	LLOYD B. SORO <i>Administrative Aide</i> IV, (OSSCPAS, CEO/OBO)  or  ROBERTO D. BERDIN <i>Administrative Assistant I</i>



				(OSSCPAS, CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue official receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CASHIER (OSSCPA)
4. Proceed to Window 4, Room 311, OSSCPAS, CEO/OBO; present the OR; and claim the accessory building permit.	4. Verify OR, and release the accessory building permit.	None	5 Minutes	MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)  or  MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		BSP/ASP + CF = TF	2 Days and 40 Minutes	

Legend:

BSP/ASP (Business Signage Permit/Advertising Signage Permit) + CF (Computerization Fee) = TF (Total Fees)

<b><u>SCHEDULE OF FEES</u></b>	
<b>Business Signage Permit (BSP)</b>	
Area up to 4.00 sq. meters of sign board area	PHP 120.00
Every sq. meter of fraction thereof in excess of 4.00 sq. m	PHP 24.00
<b>Advertising Signage Permit (ASP)</b>	
Display/signboard area	PHP 36.00
<b>Computerization Fee (CF)</b>	
	PHP 20.00



### 13. Application for Senior Citizen's Identification Card and Purchase Booklet

Senior Citizens who are residents of Pasay City may apply for the issuance of Senior Citizen's Identification Card (ID), together with Purchase Booklet, to avail the benefits provided to them by the law at the Office of the Senior Citizen's Affairs (OSCA).

<b>Office or Division:</b>	Office of the Senior Citizen's Affairs (OSCA)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Senior Citizens (60 years old & above)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>New Application:</b>		
<b>Principal</b>		
Duly Accomplished Application Form (1 original): - Application Form - Details/information to be indicated in the application form	OSCA Senior Citizen/Client	
Updated Voter's Registration Record (1 photocopy)	COMELEC District Office which has jurisdiction over the Barangay where the client resides	
Individual Record of Barangay Inhabitants (1 photocopy)	Barangay Hall where the client resides	
Latest 1x1 colored picture (3 original copies)	Photo Studio	
Birth Certificate (1 photocopy)  or  Government-issued ID Card (1 photocopy in case of discrepancy of the personal information appearing in the documents presented for verification purpose)	Philippine Statistics Authority (PSA)  BIR, Postal ID, Passport, National ID, PRC Card, Driver's License, UMID Card, Pag-IBIG, PhilHealth	
<b>FOR OVER 60 YEARS OLD</b>		
Certificate of Cancellation or Certificate of No Record where the senior formerly resides (1 original)	OSCA of other Municipality	
Duly Accomplished Application Form (1 original): - Application Form - Details/information to be indicated in the application form	OSCA Senior Citizen/Client	
Updated Voter's Registration Record (1 photocopy)	COMELEC District Office which has jurisdiction over the Barangay where the client resides	
Individual Record of Barangay Inhabitants	Barangay Hall where the client resides	



(1 photocopy)	
Latest 1 x 1 colored picture (3 original copies)	Photo Studio
Birth Certificate (1 photocopy)  or  Government-issued ID Card (1 photocopy in case of discrepancy of the personal information appearing in the documents presented for verification purpose)	Philippine Statistics Authority (PSA)  BIR, Postal ID, Passport, National ID, PRC Card, Driver's License, UMID Card, Pag-IBIG, PhilHealth
Endorsement of Barangay Senior President (1 original)	Barangay Hall where the client resides
<b>FOR OFW</b>	
Passport with date of arrival (1 photocopy)	Senior Citizen/Client
Duly Accomplished Application Form (1 original): - Application Form - Details/information to be indicated in the application form	OSCA Senior Citizen/Client
Individual Record of Barangay Inhabitants (1 photocopy)	Barangay Hall where the client resides
Latest 1 x 1 picture (3 original copies)	Photo Studio
Endorsement of Barangay Senior President ( 1 original)	Barangay Hall where the client resides
<b>If Representative :</b>	
Authorization Letter (1 original)	Person being represented (Senior Citizen)
Government-issued ID Card of the representative (1 photocopy)	BIR, Postal ID, Passport, National ID, PRC Card, Drivers License, UMID Card, Pag-IBIG, PhilHealth
Passport with date of arrival (1 photocopy)	Senior Citizen/Client
Duly Accomplished Application Form (1 original): - Application Form - Details/information to be indicated in the application form	OSCA Senior Citizen/Client
Individual Record of Barangay Inhabitants (1 photocopy)	Barangay Hall where the client resides
Latest 1 x 1 picture (3 original copies)	Photo Studio
Endorsement of Barangay Senior President (1 original)	Barangay Hall where the client resides
<b>Application for replacement of ID and Purchase Booklet:</b>	
<b>Principal</b>	
Affidavit of Loss (1 original)	Notary Public





Latest 1x1 colored picture (1 original)		Photo Studio		
<b>Representative</b>				
Affidavit of Loss (1 original)		Person being represented (Senior Citizen)		
Latest 1x1 colored picture (1 original)		Photo Studio		
Authorization Letter (1 original)		Person being represented (Senior Citizen)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form, together with the complete set of requirements, at the transaction window of OSCA located at the back of Pasay Derham Park and Sports Complex.	1. Accept, acknowledge receipt, and evaluate all the complete requirements submitted by the client.	None	3 Minutes	MARILYN M. PENAZO <i>Officer-in-Charge</i> (OSCA)  ARMINA V. SAN DIEGO <i>Administrative Aide II</i> (OSCA)  EDGARDO V. ORDOÑEZ <i>Administrative Aide I</i> (OSCA)
2. Wait for the processing of Senior Citizen ID Card and Purchase Booklet at the waiting area in front of the transaction window of OSCA.	2. Prepare the Identification Card and Purchase Booklet requested by the client.	None	10 Minutes	MARILYN M. PENAZO <i>Officer-in-Charge</i> (OSCA)  ARMINA V. SAN DIEGO <i>Administrative Aide II</i> (OSCA)  EDGARDO V. ORDOÑEZ <i>Administrative Aide I</i> (OSCA)
3. Claim the Senior Citizen ID Card and Purchase Booklet at the transaction window of OSCA	3. Release the Senior Citizen ID Card and Purchase Booklet to the client.	None	3 Minutes	MARILYN M. PENAZO <i>Officer-in-Charge</i> (OSCA)  ARMINA V. SAN DIEGO <i>Administrative Aide II</i> (OSCA)  EDGARDO V.



				ORDONEZ Administrative Aide I (OSCA)
<b>Total:</b>		None	16 Minutes	

#### 14. Application for Special Program for the Employment of Students

Public Employment Service Office implements programs of the Department of Labor and Employment as mandated in Republic Act No. 7323 as amended by RA No. 9547, otherwise known as the Special Program for the Employment of Students (SPES) which aims to support poor but deserving students, including Out-of-School Youth intending to enroll, pursue their education by encouraging their “employment” during summer or Christmas vacation.

<b>Office or Division:</b>	Public Employment Service Office (PESO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Students, OSY's ages 15 to 30		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>Students:</b>			
Duly Accomplished SPES Application Form (1 original):			
- Application Form		PESO	
- Details of the Form		Student/Applicant	
Updated Resume (1 original)		Student/Applicant	
Birth Certificate (1 photocopy)		Philippine Statistics Authority	
Certificate of Grades (1 photocopy)		School where the Student is currently enrolled	
Parent's Certificate of Non-Filing of Tax (1 photocopy)		Bureau of Internal Revenue	
Certificate of Indigency (1 photocopy)		Office of the Barangay where the Student resides	
<b>Out of School Youths:</b>			
Duly Accomplished SPES Application Form (1 original):			
- Application Form		PESO	
- Details of the Form		Student/Applicant	
Updated Resume (1 original)		Student/Applicant	
Birth Certificate (1 photocopy)		Philippine Statistics Authority	
Certification as OSY (1 photocopy)		Office of the Barangay where the OSY resides or Pasay Social Welfare and Development Office	
Certificate of Indigency (1 photocopy)		Office of the Barangay where the OSY resides	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit updated resume or duly accomplished SPES application form together with complete requirements at the receiving section of PESO.	1. Accept complete requirements.	None	5 Minutes	RECCE CATALINA J. PETILLA <i>Administrative Aide I</i> (PESO)
	1.1 Verify and evaluate authenticity of submitted documents.	None	5 Minutes	
2. Proceed with the initial interview at PESO.	2. Conduct initial interview to assess the qualification of the applicant.	None	10 Minutes	EDITHA O. FELIPE <i>Senior Administrative Assistant II</i> (PESO)
	2.1 Conduct career/ employment coaching to match the qualification of the applicant to the desired job.	None	10 Minutes	
3. Proceed with the final interview at PESO.	3. Conduct final interview.	None	5 Minutes	ATTY. MARLA OLIVIA BELLO-ALOM <i>PESO Manager</i> (PESO)
	3.1 Approve application.	None	5 Minutes	
	3.2 Orient job applicant.	None	5 Minutes	
<b>TOTAL:</b>		None	45 Minutes	

## 15. Application for the Occupancy Award of a Market Stall

Pasay City residents may apply for the Occupancy Award of a Market Stall at the Pasay City Public Market before actual occupancy thereof and upon payment of necessary fees and charges.

<b>Office or Division:</b>	Pasay City Public Market (PCPM)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Residents who are eighteen (18) years old and above



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form		Administration Office of Pasay City Public Market Applicant		
Most recent 2" x 2" picture (2colored)		Photo Shop		
Community Tax Certificate (1 photocopy)		City Treasurer's Office (CTO)		
Valid Identification Card (1 original and 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, Pag-IBIG, LTO, DFA		
DTI Registration Certificate		Department of Trade and Industry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form together with complete requirements at the receiving section of Administration Office of PCPM located at the 1 <sup>st</sup> Floor of Pasay City Public Market.	1. Accept and acknowledge receipt of complete requirements and transmit documents to the Officer-in-Charge.	None	5 Minutes	MARJORIE ANN M. SAN LUIS <i>Market Inspector I</i> (PCPM)  REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)
2. Proceed to the Office of the Officer-in-Charge, and answer questions during the verification process.	2. Conduct verification by asking some questions to the client relative to the submitted documents.  2.1 Show the map of available market stalls to the client.  2.2 Show the actual market stall that has	None	30 minutes	TEODORO N. VELASCO <i>Officer-In-Charge</i> (PCPM)  MARJORIE ANN M. SAN LUIS <i>Market Inspector I</i> (PCPM)



	<p>been chosen.</p> <p>2.3 Issue Order of Payment and advise the client to pay 60 days of daily rate per square meter, security deposits for electric and water.</p>			
<p>3. Proceed to the Cashier of the City Treasurer's Office located at the 2<sup>nd</sup> floor of the Pasay City Mall and pay regulatory fee and Security Deposit.</p>	<p>3. Issue Official Receipt (OR) based on the Order of Payment presented by the client.</p>	<p>Daily Fee Rate per square meter (See table below for the daily rate) x 60 days</p> <p style="text-align: center;">+</p> <p>Electric Security Deposit (ESD) – PHP 5,000.00</p> <p style="text-align: center;">+</p> <p>Water Security Deposit (WSD) – PHP 3,000.00</p>	<p>10 Minutes</p>	<p><i>CASHIER</i> (City Treasurer's Office)</p>
<p>4. Present the OR to the receiving section of Administration</p>	<p>4. Accept the OR and prepare the Memorandum of Understanding</p>	<p>None</p>	<p>20 Minutes</p>	<p>REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)</p>



Office of PCPM.	(MOU).			MARJORIE ANN M. SAN LUIS <i>Market Inspector I</i> (PCPM)
5. Wait until the MOU has been processed and ready for signing.	5. Present the MOU to the client for signing then forward to the Office of the City Mayor for approval and to the City Legal Office for notarization.	None	20 Minutes  10 Days (waiting time prior to releasing of MOU)	MARJORIE ANN M. SAN LUIS <i>Market Inspector I</i> (PCPM)
6. Claim the approved and notarized MOU from the receiving section of Administration Office of PCPM.	6. Issue the approved and notarized MOU to the client after signing in the logbook and in the receiving copy to be retained by the office.	None	10 Minutes	REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)
<b>TOTAL:</b>		Daily Fee Rate per square meter (See table below for the daily rate) x 60 days  +  ESD PHP 5,000.00  +  WSD PHP	10 Days, 1 Hour, 35 Minutes	



	3,000.00		
	=		
	Total Fees		

#### SCHEDULE OF FEES:

DAILY RATE PER SQUARE METER			
Section	Square Meter	Rate/Sqm	Amount
Wet Stall	2.61	58.320	₱152.22
Dry Stall	1.50	54.675	₱82.01
Eatery Stall (Min. 12 sq m)	12.00	43.740	₱524.88
Ice Stall (Min. 15 sq m)	15.00	43.740	₱656.10
Rice Stall (Min. 15 sq m)	15.00	43.740	₱656.10
Groceries (Min. 8 sq m)	8.00	43.740	₱349.92

#### 16. Application for the Renewal of Occupancy Award of a Market Stall

Tenants/Stallholders shall apply for the renewal of their Occupancy Award to the Pasay City Public Market every January prior to the expiration of the three-year MOU.

<b>Office or Division:</b>	Pasay City Public Market (PCPM)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B – Government to Business		
<b>Who may avail:</b>	Tenants/Stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished Application Form: - Application Form  - Details/information to be indicated in the application form	Administration Office of Pasay City Public Market Tenant/Stallholder		
Most recent 2" x 2" picture (2colored)	Photo Shop		
Business Permit with Community Tax Certificate (1 photocopy)	Business Permit and Licensing Office		
Old Memorandum of Understanding (1 original), if available	PCPM		
Certification/Clearance from monetary obligation (1 photocopy)	City Treasurer's Satellite Office, Pasay Mall		
Certification of Registered Market Stallholders (1 photocopy)	PCPM Office		



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form together with complete requirements at the receiving section of Administration Office of PCPM located at the 1 <sup>st</sup> Floor of Pasay City Public Market.	1. Accept and acknowledge receipt of application form together with complete requirements.	None	15 Minutes	REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)
2. Wait until the MOU has been processed and ready for signing.	2. Present the MOU to the client for signing then forward the signed MOU to the Office of the City Mayor for approval and to the City Legal Office for notarization.	None	30 Minutes  10 Days (waiting time prior to releasing of MOU)	MARJORIE ANN M. SAN LUIS <i>Market Inspector I</i> (PCPM)  TEODORO N. VELASCO <i>Officer-In-Charge</i> (PCPM)
3. Claim the approved and notarized MOU from the receiving section of Administration Office of PCPM.	3. Issue the approved and notarized MOU to the client after signing in the logbook and in the receiving copy to be retained by the office.	None	10 Minutes	REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)
<b>TOTAL:</b>		None	10 Days and 55 Minutes	





## 17. Application for Working Permit

All employees working within the territorial jurisdiction of Pasay City are mandated by laws and local ordinances to secure the necessary Work Permit from the Business Permits and Licensing Office, and to pay the corresponding fees thereof. The Work Permit must then be renewed annually (Calendar Year).

<b>Office or Division:</b>	Business Permits and Licensing Office (BPLO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All employees working in the private business establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled-out application form: - Application Form - Details of the form		BPLO Document Owner		
Police Clearance (1 scanned copy of the original)		Pasay City Police Station (PCPS)		
Health Certificate (1 scanned copy of the original)		City Health Office (CHO)		
Parental Consent and affidavit of Guardianship for minor applicants (1 scanned copy of the original)		Parent/Guardian of the Private Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the application form and submit all required documents at windows 1 or 2 of the transaction window of BPLO or Government Service Express (Satellite Office) located at 2 <sup>nd</sup> Floor, North Wing, SM Mall of Asia.	1. Receive the application together with the required documents for verification.  1.1 Encode the data of the applicant and provide a transaction number.	None	30 Minutes	MERIAN A. LUMAGBAS <i>Administrative Aide I</i> (BPLO, Satellite Office)  CLARA ELEAZAR <i>Administrative Aide I</i> (BPLO)  ANGELO A. EVANGELISTA <i>Administrative Assistant I</i> (BPLO)  ANDREW M. ARGUELLES <i>Administrative Aide I</i> (BPLO)



2. Proceed for payment to window 3 of the of the transaction window of BPLO or Government Service Express (Satellite Office) located at 2 <sup>nd</sup> Floor, North Wing, SM Mall of Asia.	2. Receive payment together with the transaction number issued by the BPLO.	Please refer to the table of fees below	45 Minutes	CASHIER City Treasurer's Office/Satellite Office
3. Claim the work permit at window 5 of the transaction window of BPLO or Government Service Express (Satellite Office) located at 2 <sup>nd</sup> Floor, North Wing, SM Mall of Asia.	3. Release the applicant's work permit.	None	10 Minutes	MERIAN A. LUMAGBAS <i>Administrative Aide I</i> (BPLO, Satellite Office)  CLARA ELEAZAR <i>Administrative Aide I</i> (BPLO)  RIZALIN O. SENDINO <i>Nursing Attendant I</i> (BPLO)  REZELL P. SUAMER <i>Administrative Aide I</i> (BPLO)
<b>TOTAL:</b>		<i>Please refer to the table of fees below</i>	1 Hour and 25 Minutes	

POSITION	FEE	POSITION	FEE	POSITION	FEE
Account Executive	PHP 100	Carpenter	PHP 40	e-Learning developer	PHP 100
Accountant	PHP 100	Cashier	PHP 40	electrician	PHP 40
Accounting Assistant	PHP 100	CCTV operator	PHP 40	embalmer	PHP 60
Accounting Clerk	PHP 100	Chambermaid	PHP 40	emergency medical	PHP 100



				technician	
Accounting Office	PHP 100	Checker	PHP 40	Employee Services Specialist	PHP 100
Administration Officer	PHP 100	Chef cook	PHP 100	Encoder	PHP 40
Administrative Assistant	PHP 100	Chef de Cuisine	PHP 100	Engineer	PHP 100
Advance Ticketing Staff	PHP 40	Chef de parte	PHP 100	Entertainer	PHP 100
Aesthetician	PHP 100	Chief steward	PHP 100	Environmental officer	PHP 100
Airport Representative	PHP 100	Chief cook	PHP 100	Events assistant	PHP 100
Analyst	PHP 100	Choreographer	PHP 100	Events officer	PHP 100
Appraiser	PHP 100	Clerk	PHP 40	Executive assistant	PHP 100
Artist	PHP 40	Communication trainer	PHP 100	Executive chef	PHP 100
Assistant Auditor	PHP 100	Community support agent	PHP 100	Executive housekeeper	PHP 100
Assistant Cook	PHP 60	Conductor	PHP 40	Executive officer	PHP 100
Assistant Director	PHP 100	Consultant	PHP 100	Executive steward	PHP 100
Assistant General Manager	PHP 100	Convention officer	PHP 100	Factory worker	PHP 40
Assistant Manager	PHP 100	Cook	PHP 60	Film booking assistant	PHP 100
Assistant Pantry	PHP 60	Coordinator	PHP 100	Finance officer	PHP 100
Assistant Supervisor	PHP 100	Cost control assistant	PHP 100	Financial planning	PHP 100
Audit Associate	PHP 60	Cost controller	PHP 100	Fitness attendant	PHP 100
Auditor	PHP 100	Counter clerk	PHP 40	Fitness instructor	PHP 100
Bagger	PHP 40	Counter crew	PHP 40	Floor manager	PHP 100
Baker	PHP 60	Courier	PHP 40	Florist	PHP 40
Bar Attendant	PHP 40	Crewing assistant	PHP 40	Food attendant	PHP 60
Barber	PHP 40	Custodian	PHP 60	Food handler	PHP 60
Barista	PHP 100	Customer assistant	PHP 100	Food preparation	PHP 60
Barmaid	PHP 100	Customer	PHP 100	Food safety	PHP 100



		relation officer		officer	
Bartender	PHP 100	Customer relation services representative	PHP 100	Foot spa	PHP 40
Beautician	PHP 40	Customer service agent	PHP 40	Foreman	PHP 100
Beauty consultant	PHP 100	Customer service assistant	PHP 60	Forklift operator	PHP 60
Bell Man	PHP 40	Customer service officer	PHP 100	Front desk attendant	PHP 100
Bet Collector	PHP 40	Customer service representative	PHP 100	Front desk clerk	PHP 100
Boat crew	PHP 40	Customer support advisor	PHP 40	Front desk officer	PHP 100
Body washer	PHP 100	Dance instructor	PHP 100	Front office agent	PHP 100
Bookkeeper	PHP 100	Dancer	PHP 100	Gaffer	PHP 40
Bouncer	PHP 40	Data analyst	PHP 100	Gallery attendant	PHP 60
Busboy	PHP 40	Delivery man	PHP 40	Gardener	PHP 40
Busgirl	PHP 40	Dentist	PHP 100	Gasoline boy	PHP 40
Butcher	PHP 40	Design officer	PHP 100	General manager	PHP 100
Butler	PHP 40	Design specialist	PHP 100	Graphic designer	PHP 100
Butler officer	PHP 100	Dietary helper	PHP 60	Guest relation officer	PHP 60
Caddie	PHP 40	Dietitian	PHP 60	Gym attendant	PHP 100
Cake decorator	PHP 40	Director	PHP 100	Gym instructor	PHP 100
Call center agent	PHP 100	Disc jockey	PHP 100	Hair stylist	PHP 100
Captain waiter	PHP 100	Dishwasher	PHP 40	Hairdresser	PHP 40
Captain waitress	PHP 100	Dispatcher	PHP 40	Home retention specialist	PHP 100
Car wash attendant	PHP 40	Doorman	PHP 40	Hospitality girls / pink card	PHP 100
Car dealer	PHP 100	Driver	PHP 40	Housekeeper	PHP 40
Housekeeper admin	PHP 100	Nutritionist	PHP 100	Researcher	PHP 100
Human resource officer	PHP 100	Officer-In-Charge	PHP 100	Reservation agent	PHP 100
Human resource assistant	PHP 100	Operation assistant	PHP 100	Reservation associate	PHP 100
Hygiene officer	PHP 100	Operation	PHP 100	Reservation	PHP 100



		officer		officer	
Imaging associate	PHP 40	Operation specialist	PHP 100	Rider	PHP 40
Inflight attendant	PHP 60	Operator	PHP 100	Rides attendant	PHP 40
Instructor	PHP 100	Optometrist	PHP 100	Rides operator	PHP 40
Internal security	PHP 40	Organizer	PHP 100	Rinkman	PHP 60
Interpreter	PHP 100	Painter	PHP 40	Room attendant	PHP 40
Inventory clerk	PHP 100	Pantry crew	PHP 60	Roomboy	PHP 40
Inventory officer	PHP 100	Pastry chef	PHP 60	Safety & maintenance officer	PHP 100
Investor Relations Officer	PHP 100	Pathologist	PHP 100	Sales clerk	PHP 40
IT Officer	PHP 100	Pc operator	PHP 100	Sales crew	PHP 40
IT Specialist	PHP 100	Performance analyst	PHP 100	Sales demo	PHP 60
IT Technical Support	PHP 100	Performance coach	PHP 100	Sales executive	PHP 100
Janitor	PHP 40	Performer	PHP 100	Sales officer	PHP 100
Janitress	PHP 40	Pharmacist	PHP 100	Sales utility clerk	PHP 40
Kitchen Helper	PHP 40	Pharmacist assistant	PHP 100	Saleslady	PHP 40
Laborer	PHP 40	Photographer	PHP 40	Sanitation officer	PHP 100
Lady guard	PHP 40	Physical therapist	PHP 100	Seamstress	PHP 40
Lady keeper	PHP 40	Physician	PHP 100	Secretary	PHP 40
Lineman	PHP 40	Plant technician	PHP 100	Security	PHP 40
Laundry attendant	PHP 40	Plumber	PHP 40	Security guard	PHP 40
Laundry man	PHP 40	Porter	PHP 60	Security officer	PHP 100
Laundry service officer	PHP 100	Processing specialist	PHP 100	Senior corporate trainer	PHP 100
Liaison officer	PHP 100	Production assistant	PHP 100	Service agent	PHP 60
Linen attendant	PHP 40	Production coach	PHP 100	Service ambassador	PHP 100
Lifeguard	PHP 40	Production Crew	PHP 60	Service attendant	PHP 60
Locker attendant	PHP 40	Production Officer	PHP 100	Service crew	PHP 60
Machine operator	PHP 40	Programmer	PHP 100	Sewer	PHP 40
Maintenance	PHP 40	Project Analyst	PHP 100	Signer	PHP 100



Management representative	PHP 100	Projectionist	PHP 100	Slot ambassador	PHP 100
Management trainee	PHP 40	Promo Girl	PHP 40	Software engineer	PHP 100
Manager	PHP 100	Promodizer	PHP 40	Special investigator	PHP 100
Manicurist	PHP 40	Promotion Ambassador	PHP 100	Specialist	PHP 100
Marketing assistant	PHP 100	Property Custodian	PHP 40	Specialty portfolio servicing	PHP 100
Marketing manager	PHP 100	Proprietress	PHP 100	Staff	PHP 40
Marketing officer	PHP 100	Public Attendant	PHP 40	Steward	PHP 40
Marketing service assistant	PHP 100	Public Relation Officer	PHP 100	Stock clerk	PHP 40
Mason	PHP 40	Pump Attendant	PHP 40	Stockman	PHP 40
Massage attendant	PHP 100	Purchaser	PHP 100	Store clerk	PHP 40
Massage therapist	PHP 100	Purchasing officer	PHP 100	Supervisor	PHP 100
Mechanic	PHP 40	Quality Control	PHP 100	Supply and logistic assistant	PHP 100
Medical Technologist	PHP 100	Rad Tech	PHP 40	Swimming pool attendant	PHP 40
Membership associate	PHP 100	Radiologist	PHP 100	System Administrator	PHP 100
Merchandiser	PHP 40	Receiving Clerk	PHP 40	Tailor	PHP 60
Messenger	PHP 60	Receiving Officer	PHP 100	Teacher	PHP 100
Model	PHP 100	Receptionist	PHP 60	Team leader	PHP 60
Multimedia Specialist	PHP 100	Recruitment promoter	PHP 100	Team member	PHP 60
Nurse	PHP 60	Reflexologist	PHP 100	Technical service support	PHP 60
Nursing Aide	PHP 60	Repair man	PHP 40	Technical writer	PHP 40
Technician	PHP 60	Telephone operator	PHP 40	Tinsmith	PHP 40
Tour guide	PHP 100	Trainee (OJT)	PHP 40	Training Officer	PHP 100
Treasury assistant	PHP 100	Usher	PHP 60	Usherette	PHP 60
Utility	PHP 40	Vendor	PHP 40	VIP Services Officer	PHP 100
Valet Parker	PHP 40	VIP Host	PHP 100	Waiter	PHP 60
Waitress	PHP 60	Web Developer	PHP 100	X-ray Technician	PHP 100



Warehouse man	PHP 40	Welder	PHP 40		
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## 18. Applying for a New or Updated Tax Declaration

Taxpayer/s (*Property Owner/s*) must apply for the issuance of a new Tax Declaration/s (TD/s) for newly constructed building/s and newly installed machineries. Upon transfer of ownership of real property or the subdivision or consolidation of ownership thereof, the new owner/s must also apply for a new tax declaration to update the records of the City Government. The City Assessor's Office likewise conducts field inspection to assess the value of the real property. The new TD serves as the city's permanent record on real property unit and used for the computation of real property tax.

<b>Office or Division:</b>	City Assessor's Office (CAssrO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Property Owner/s	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>NEW TAX DECLARATIONS</b>		
Valid Government Issued Identification Card (1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU	
Approved Building Plan (1 photocopy/blueprint)	City Engineer's Office	
Building and Occupancy Permit (1 photocopy)	City Engineer's Office (CEO)	
Barangay Certificate of Ownership (1 original copy)	Barangay Office	
Duly Notarized Affidavit of Ownership (1 original copy) & Sworn Statement (1 set)	City Assessor's Office-Appraisal & Assessment Division	
Duly Notarized Affidavit for the List of machineries installed with corresponding details (1 original)	City Assessor's Office-Appraisal & Assessment Division	
<b>UPDATING TAX DECLARATIONS</b>		
Letter Request for property/ies subject for re-assessment of properties (1 original copy)	Property Owner	
Deed of Conveyance ( <i>sale, donation, inheritance, etc.</i> ): For titled properties (1 photocopy) For government owned lots (1 original)	Property Owner	
Certificate of Real Property Tax Clearance, Transfer Tax and Transfer Fee (1 photocopy)	City Treasurer's Office (CTO)	



Clearance from Bureau of Internal revenue ( <i>eCAR - Certificate Authorizing Registration</i> ) (1 photocopy)		Bureau of Internal Revenue (BIR)		
Transfer of Certificate of Title (TCT) <ul style="list-style-type: none"> <li>Newly Issued – current year (1 photocopy)</li> <li>Previously Issued TCT a year after registration (1 Certified Copy)</li> </ul>		Property Owner/Registry of Deeds		
Approved Subdivision Plan with Technical Description ( <i>for segregation, consolidation</i> ) (1 photocopy)		Land Registration Authority/Geodetic Engineer		
Affidavit of Publication (for extra-judicial settlement) (1 photocopy)		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the assigned personnel of the City Assessor's Office-Administrative and Assessment Records Management Division.	1. Record the documents and endorse the applicant to the Deputy-in-Charge (LAOO) of the area where the property is located.  1.1 Thereafter, Issue claim stub to the applicant.	None	10 Minutes	GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)  MARIA INES A. ROBIN <i>Administrative Aide II</i> (CAssrO)  JEMALYN A. LABACO <i>Administrative Assistant V</i> (CAssrO)
2. Secure and accomplish Affidavit of Ownership & Sworn Statement from the City Assessor's Office-Appraisal & Assessment	2. Issue affidavit of ownership / Sworn Statement to the applicant; and set time and date of site inspection.	None	10 Minutes	ALADDIN LAUREANO M. GALGAO <i>Local Assessment Operations Officer IV</i> (CAssrO)  TERESITA J. BUENAFE <i>Local Assessment Operations Officer III</i> (CAssrO)  PERLA B. AÑONUEVO <i>Local Assessment</i>





Division.				<p><i>Operations Officer II</i> (CAssrO)</p> <p>NONA C. TUAZON <i>Local Assessment</i> <i>Operations Officer II</i> (CAssrO)</p> <p>ARNULFO P. MALINAO <i>Tax Mapper I</i> (CAssrO)</p> <p>ROSALINDA C. GRAVIDEZ <i>Tax Mapper I</i> (CAssrO)</p>
3. Attend the Property Site Inspection & Verification based on the agreed time, and date thereof.	<p>3. Conduct the inspection of the building or machinery to be assessed.</p> <p>3.1 Prepare, review and sign the Field Appraisal Assessment Sheet (FAAS)</p> <p>3.2 Assign a permanent Property Identification Number (PIN) of the FAAS</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 Hours</p> <p>30 Minutes</p> <p>10 Minutes</p>	<p><i>Deputy-in-Charge</i> of the area/s where the property is located (CAssrO)</p> <p><i>Deputy-in-Charge</i> of the area/s where the property is located (CAssrO)</p> <p>ALADDIN LAUREANO M. GALGAO <i>Local Assessment</i> <i>Operations Officer IV</i> (CAssrO)</p> <p>ENGR. FERNANDO M. FANDIÑO <i>CGDH II/City Assessor II</i> (CAssrO)</p> <p>ARNULFO P. MALINAO <i>Tax Mapper I</i> (CAssrO)</p> <p>ROSALINDA C. GRAVIDEZ <i>Tax Mapper I</i> (CAssrO)</p>



	3.3 Prepare and process the Tax Declaration	None	30 Minutes	<p>FLORO D. HERNANDO <i>Tax Mapping Aide I</i> (CAssrO)</p> <p>MARISSA R. BACAMANTE <i>Administrative Aide I</i> (CAssrO)</p> <p>RICARDO G. ESTANILAO <i>Data Controller IV</i> (CAssrO)</p> <p>CARMELITA C. BELTRAN <i>Assessment Clerk II</i> (CAssrO)</p> <p>ANTHONY A. ABABA <i>Data Controller I</i> (CAssrO)</p> <p>GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)</p> <p>ENGR. FERNANDO M. FANDIÑO <i>CGDH II/City Assessor</i> (CAssrO)</p>
4 Present the claim stub to the assigned personnel of the City Assessor's Office- Administrative and Assessment Records Management Division.	4. Release the New Tax Declaration to the applicant.	None	5 Minutes	<p>MARISSA R. BACAMANTE <i>Administrative Aide I</i> (CAssrO)</p> <p>GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)</p>



<b>TOTAL:</b>	None	3 Hours and 35 Minutes	
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## 19. Applying for Accreditation of Non-Government and People's Organization (NGO)

Applying for accreditation of Non-Government and People's Organization at the Office of the Secretary to the Sangguniang Panlungsod.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod (SP)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Non-Government and People's Organization/s
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Form (1 original) - Application Form - Details to be indicated in the form	Office of the Secretary to the SP Applicant (NGO)
Duly approved Board Resolution signifying intention for accreditation for the purpose of representation in the local special body (1 CTC)	Applicant (NGO)
Certificate of Registration or Certificate of Accreditation (1 photocopy)  or  in the case of Indigenous People's Organizations, certification issued by NCIP (1 photocopy)	Securities Exchange Commission; Cooperatives Development Authority; Department of Labor and Employment; Department of Social Welfare and Development; Department of Health; Department of Agriculture; Department of Agrarian Reform; Department of Education; Department of the Interior and Local Government; National Commission on Indigenous Peoples; National Housing Authority; Insurance Commission; Philippine Regulatory Commission; and Department of Human Settlements and Urban Development; and others  National Commission on Indigenous Peoples
List of current Officers and Members (1 original)	Applicant (NGO)
For existing Civil Society Organizations, Minutes of the Annual Meeting of the immediately preceding year as certified by the	Applicant (NGO)



organizations' board secretary (1 original or CTC)				
For existing Civil Society Organizations, Annual Accomplishment Report for the immediately preceding year (1 original)		Applicant (NGO)		
For existing Civil Society Organizations, Financial Statement, at the minimum, signed by the executive officers of the organization, also of the immediately preceding year, and indicating therein other information such as the source(s) of funds (1 original)		Applicant (NGO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the necessary requirements required by the DILG to the Office of the Secretary to the SP.	1. Receive and review all requirements submitted by the applicant.	None	2 Minutes	RAELYN JOY D. GATCHALIAN <i>Board Secretary II</i> (Office of the Secretary to the SP)
2. Wait for the inclusion of your application in the agenda of the Sangguniang Panlungsod regular session.	2. Include the application in the agenda of the Sangguniang Panlungsod regular session and refer it to concerned Committees for Committee Hearing.  2.1 Schedule regular session/s and advise the client on the date thereof.	None	2 Minutes	RHONIEL A. PEÑA <i>Supervising Administrative Officer</i> (Office of the Secretary to the SP)



3. Wait to be notified on the schedule of committee hearing by the Office of the Secretary to the SP.	3. Conduct a Committee Hearing for approval of the application for accreditation	None	1 Hour	ATTY. JASMIN KRIZA B. BALDO <i>City Government Department Head I (Office of the Secretary to the SP)</i>
4. Attend the regular session at the City Council Session Hall.	4. Conduct of regular session for the approval of resolution.	None	1 Hour	VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA <i>City Government Department Head II, (Office of the Secretary to the SP)</i>
5. Wait for the issuance of certificate of accreditation and approved resolution on your application at the Office of the Secretary to the SP.	5. Prepare the Certificate of Accreditation and the Resolution duly signed by all members of Sangguniang Panlungsod.	None	5 Minutes	VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA <i>City Government Department Head II, (Office of the Secretary to the SP)</i>
6. Claim the Certificate of Accreditation and corresponding certified true copy of approved Resolution from the Office of the Secretary to the SP.	6. Release the Certificate of Accreditation and corresponding certified true copy of approved Resolution to the client.	None	2 Minutes	RHONIEL A. PEÑA <i>Supervising Administrative Officer (Office of the Secretary to the SP)</i>  RAELYN JOY D. GATCHALIAN <i>Board Secretary II (Office of the Secretary to the SP)</i>
<b>TOTAL:</b>		None	2 Hours and 11 Minutes	



## 20. Applying for New Health Certificate

A health certificate is issued by the City Health Office to all employees of business establishments operating in Pasay City in compliance with the provisions of the Code on Sanitation of the Philippines (PD 856) and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

<b>Office or Division:</b>	City Health Office (CHO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Work Permit Form - Work Permit Form (1 original) - Information/details to be indicated in the Work Permit Form		Business Permits and Licensing Office (BPLO) Applicant		
Latest Chest X-ray (1 original) *within 3 months from the date of examination		DOH-accredited hospital/clinic		
Dental Certificate (1 original) *for all food handlers only		DOH-accredited dental clinic		
Venereal Disease Examination (1 original) *for pink card holders only		Dr. Lagrosa Health Center		
1" x 1" recent colored picture (1 original)		Photo Studio		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete set of requirements at Environmental Sanitation Services Office (Room 106, Pasay City Hall).	1. Acknowledge the submission and evaluate all the requirements.	None	15 Minutes	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)  BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)  BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)  ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)  RETCHEL S. BAINTO <i>Sanitation Inspector I</i>



				(CHO) ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO) JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO) GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO) JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)
2. Proceed to City Treasurer's Office (Room 102) for the payment of fees.	2. Issue official receipt of payment to the client.	<b>*HRF + HIVOF + LF + CF = N</b>  (Please refer to the schedule of fees below)	10 Minutes	CASHIER (CTO)
3. Return to Room 106 of Pasay City Hall to attend HIV-AIDS Orientation.	3. Conduct HIV/AIDS orientation.	None	15 Minutes	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO) BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO) BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO) ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO) RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)



				<p>ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)</p> <p>JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)</p> <p>GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)</p> <p>JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)</p>
4. Present original laboratory results and official receipt of payment at the City Health Office.	<p>4. Process the request:</p> <p>4.1 Verify and receive all laboratory results submitted by the applicant.</p> <p>4.2 Issue claim stub to the client.</p>	None	10 Minutes	<p>YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)</p> <p>BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)</p> <p>BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)</p> <p>ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)</p> <p>RETCHER S. BAINTO <i>Sanitation Inspector I</i> (CHO)</p> <p>ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)</p> <p>JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)</p> <p>GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)</p>





				JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)
5. Proceed to Room 106 of Pasay City Hall on the date and time indicated on the claim stub.	5. Release the approved Health Certificate and return all original documentary requirements to the client.	None	10 Minutes  *For those who applied from 8:00 AM to 12:00 PM - approved Health Certificate will be released on the same day of application  *For those who applied from 12:01 PM to 5:00 PM - approved Health Certificate will be released on the following day	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)  BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)  BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)  ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)  RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)  ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)  JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)  GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)  JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)
<b>TOTAL:</b>		HRF A+ HIVOF + LF + CF =PHP 160	42 Minutes	



	HRF B + HIVOF + LF + CF = PHP 180		
	HRF C + HIVOF + LF + CF = PHP 220		

**\*Legend:**

**HRF** (Health Registration Fee) + **HIVOF** (HIV Orientation Fee) + **LF** (Laboratory Fees: Urinalysis & Fecalalysis) + **CF** (Computerization Fee) = **N** (Total Fees)

<b>SCHEDULE OF FEES</b>
<p><b><u>Orientation, Laboratory and Computerization Fees:</u></b></p> <ul style="list-style-type: none"> <li>• HIV/AIDS Orientation fee - PHP 50</li> <li>• Urinalysis fee - PHP 30</li> <li>• Fecalalysis fee - PHP 20</li> <li>• Computerization fee - PHP 20</li> </ul>
<p><b><u>Health Registration fee per type of worker:</u></b></p> <ul style="list-style-type: none"> <li>• <b>A</b> (Staff, Clerk, Cashier, etc.) - PHP 40</li> <li>• <b>B</b> (Service Crew, Waiter, Waitress, Service Ambassador, etc.) - PHP 60</li> <li>• <b>C</b> (Manager, Asst. Manager, Supervisor, etc.) - PHP 100</li> </ul>

## 21. Applying for Sanitary Permit (New Applicants)

A Sanitary Permit is the permission or certification in writing of the City Health Officer or in his absence the Chief or Head of the Sanitation Division/Section/Unit of the City Health Office, that the establishment has complied with the existing sanitation requirements upon evaluation or inspection conducted in accordance with Presidential Decree Numbers 522 and 856 and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

<b>Office or Division:</b>	City Health Office (CHO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business
<b>Who may avail:</b>	Business Owners
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



<p><i>For manufacturers, traders, importers, wholesalers and outlets of Processed Food (bakery, food manufacturing, bottling, canning, including fortified foods); Drugs (herbal medicines &amp; traditionally used herbal products); Herbal Food Products/Herbal Dietary Supplements; Medical Devices; Cosmetics; Household Hazardous Substances; Bottled water; and Toys</i></p>	
<b>Principal</b>	
<p>Duly Accomplished Sanitary Permit Form (1 original)</p> <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	<p>CHO Business Owner</p>
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	Department of Health (DOH)-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	Food & Drug Administration (FDA)-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	FDA
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
<p>Duly Accomplished Sanitary Permit Form (1 original)</p> <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	<p>CHO Person Represented (Business Owner)</p>
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator	FDA-Accredited Pest Control Operator



(1 original)	
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	FDA
<i>For mobile service providers of Desludging Services/Treatment and Disposal Facilities</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Environmental Sanitation Clearance (1 original)	Department of Health (DOH)
Contract with Treatment Facility & Disposal Site (1 original)	Business Owner
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory



Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Environmental Sanitation Clearance (1 original)	Department of Health (DOH)
Contract with Treatment Facility & Disposal Site (1 original)	Business Owner
<i>For stationary service providers of Desludging Services/Treatment and Disposal Facilities):</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Environmental Sanitation Clearance (1 original)	DOH
Environmental Compliance Certificate (1 original)	Department of Environment and Natural Resources (DENR)
Clearance/Discharge Permit (1 original)	Laguna Lake Development Authority (LLDA)
Certification of Accredited Pollution Control Officer (1 original)	LLDA or DENR
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form	CHO



- Information/details to be indicated in the Sanitary Permit Form	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Environmental Sanitation Clearance (1 original)	DOH
Environmental Compliance Certificate (1 original)	DENR
Clearance/Discharge Permit (1 original)	LLDA
Certification of Accredited Pollution Control Officer(1 original)	LLDA or DENR
<i>For food serving establishments and markets:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (for free standing establishments) (1 original)	LLDA
Sanitation Standard (for establishments inside an airport/port) (1 original)	Bureau of Quarantine



Annual Physical/Chemical Examination Result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (for free standing establishments) (1 original)	LLDA
Sanitation Standard (for establishments inside an airport/port) (1 original)	Bureau of Quarantine
Annual Physical/Chemical Examination Result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
<i>For Funeral Parlor/Memorial House:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator	FDA-Accredited Pest Control Operator



(1 original)	
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer (1 original)	DOH
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer (1 original)	DOH
<i>For Health Care Facilities such as Hospitals (Tertiary, Secondary, Primary Care), Infirmary, Birthing Home/Lying-in, Acute/Chronic Psychiatric Care Facility, Custodial Psychiatric Care Facility, Rehabilitation Center, Clinical Laboratory, HIV Laboratory, Dental Prosthetic Laboratory, Drug Testing Center, Blood Collecting Unit, and Blood Station:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit</li> <li>- Information/details to be indicated in</li> </ul>	CHO Person Represented (Business Owner)





the Sanitary Permit Form	
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
<i>For Industrial establishments engaged in manufacture, sale, distribution of goods/processing of raw materials into end products:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit</li> </ul>	CHO



- Information/details to be indicated in the Sanitary Permit Form	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate (1 original)	DENR
Annual physical and chemical examination result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate (1 original)	DENR
Annual physical and chemical examination result of establishment's water supply	DOH-Accredited Water Testing Center



(1 original)	
<i>For Ice Plants:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Annual physico-chemical examination result of product ice (1 original)	DOH-Accredited Testing Center
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Annual physico-chemical examination result of product ice (1 original)	DOH-Accredited Testing Center
<i>For Massage Clinic/Sauna Bath:</i>	



<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certification of Licensed Massage Therapist (1 original)	DOH
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certification of Licensed Massage Therapist (1 original)	DOH
<i>For Pest Control Operator:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit	



(1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide Applicator (1 original)	FPA
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide Applicator (1 original)	FPA
<i>For Pet shop/Veterinary Clinic/Slaughter house:</i>	
<b>Principal</b>	



Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result of water supply (for slaughter house) (1 original)	DOH-Accredited Water Testing Center
Clearance/Discharge Permit (for slaughter house) (1 original)	LLDA
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center



of water supply (for slaughter house) (1 original)	
Clearance/Discharge Permit (for slaughter house) (1 original)	LLDA
<i>For Refuse/Solid Waste Collection Service:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Operating Permit (1 original)	DOH Regional Office
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Operating Permit (1 original)	DOH Regional Office



<i>For Public swimming and Bathing places:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Results of all test for pH, residual chlorine, and bacteriological quality of water (1 original)	DOH-Accredited Water Testing Center
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Results of all test for pH, residual chlorine, and bacteriological quality of water (1 original)	DOH-Accredited Water Testing Center





<p><i>For Local &amp; Foreign manufacturers/importers/distributors of water purification equipment and device including establishments that repackage and re-label water purification equipment &amp; devices such as household water filters and water purifiers for the purpose of selling or commercial distribution in the local market; companies or individuals that sell water purification system for water refilling station, household, food establishment, institution and office use:</i></p>	
<b>Principal</b>	
<p>Duly Accomplished Sanitary Permit (1 original)</p> <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	<p>CHO Person Represented (Business Owner)</p>
<p>Business Permit and/or its Official Receipt for the current year (1 original)</p>	<p>BPLO</p>
<p>Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)</p>	<p>DOH-Accredited Water Laboratory</p>
<p>Latest Service Report and existing contract with licensed pest control operator (1 original)</p>	<p>FDA-Accredited Pest Control Operator</p>
<p>Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)</p>	<p>CHO</p>
<p>Certificate of Health Related Device Registration (1 original)</p>	<p>Food and Drug Administration (FDA)</p>
<b>Representative</b>	
<p>Authorization Letter (1 original) (if representative)</p>	<p>Person Represented (Business Owner)</p>
<p>Duly Accomplished Sanitary Permit (1 original)</p> <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	<p>CHO Business Owner</p>
<p>Business Permit and/or its Official Receipt for the current year (1 original)</p>	<p>Business Permit and Licensing Office (BPLO)</p>
<p>Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)</p>	<p>DOH-Accredited Water Laboratory</p>



Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certificate of Health Related Device Registration (1 original)	FDA
<i>For Water Refilling Station/Water Vending Machine:</i>	
<b>Principal</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Monthly microbiological examination results (Total coliform, Thermo tolerant/E. coli, Heterotrophic Plate Count) (1 original)	DOH-Accredited Water Testing Laboratory
Semi-annual physico-chemical examination result (1 original)	DOH-Accredited Water Testing Laboratory
Attendance to Certification Course for Water Station Operators/Managers conducted by DOH (1 original)	DOH
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form	CHO



- Information/details to be indicated in the Sanitary Permit Form	Business Owner			
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO			
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory			
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator			
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO			
Monthly microbiological examination results (Total coliform, Thermo tolerant/E. coli, Heterotrophic Plate Count) (1 original)	DOH-Accredited Water Testing Laboratory			
Semi-annual physico-chemical examination result (1 original)	DOH-Accredited Water Testing Laboratory			
Attendance to Certification Course for Water Station Operators/Managers conducted by DOH (1 original)	DOH			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Sanitary Permit Application Form together with all the requirements at the CHO (Room 106)	1. Acknowledge the submission.  1.1 Check and evaluate the veracity of the documents submitted and nature of business of the client.	None	15 Minutes	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)  BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)  BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)  ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)  RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)  ALEX T.



				<p>MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)</p> <p>JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)</p> <p>GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)</p> <p>JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)</p>
<p>2. Return to the CHO, present your claim stub and sign the logbook upon receipt of the Approved Sanitary Permit.</p>	<p>2. Release the Approved Sanitary Permit to the requesting party.</p>	<p>None</p>	<p>15 Minutes</p>	<p>YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)</p> <p>BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)</p> <p>BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)</p> <p>ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)</p> <p>RETCHER S. BAINTO <i>Sanitation Inspector I</i> (CHO)</p> <p>ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)</p> <p>JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)</p> <p>GEORGE T. EFONDO <i>Sanitation Inspector I</i></p>



				(CHO)
<b>TOTAL:</b>		None	30 Minutes	

## 22. Applying for the Renewal of Health Certificate

The City Health Office may renew the issuance of Health Certificate to all employees of business establishments operating in Pasay City in compliance with the provisions of the Code on Sanitation of the Philippines (PD 856) and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

<b>Office or Division:</b>	City Health Office (CHO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Work Permit Form <ul style="list-style-type: none"> <li>- Work Permit Form (1 original)</li> <li>- Information/details to be indicated in the Work Permit Form</li> </ul>		BPLO	Applicant	
Previous Health Certificate (1 original)		CHO		
Latest Chest X-ray (1 original) *within 3 months from the date of examination		DOH-accredited hospital/clinic		
Dental Certificate (1 original) *for all food handlers only		DOH-accredited dental clinic		
Venereal Disease Examination (1 original) *for pink card holders only		Dr. Lagrosa Health Center		
1" x 1" recent colored picture (1 original)		Photo Studio		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed at Environmental Sanitation Services Office	1. Acknowledge the submission and evaluate all the	None	30 Minutes	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)



<p>(Room 106, Pasay City Hall) together with one complete set of requirements.</p>	<p>requirements.</p>			<p>BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)</p> <p>BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)</p> <p>ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)</p> <p>RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)</p> <p>ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)</p> <p>JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)</p> <p>GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)</p> <p>JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)</p>
<p>2. Present previous Health Certificate at the City Health Office.</p>	<p>2. Check the validity and authenticity of old Health Certificate.</p>	<p>None</p>	<p>20 Minutes</p>	<p>YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)</p> <p>BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)</p> <p>BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i></p>



				(CHO) ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO) RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO) ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO) JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO) GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO) JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)
3. Proceed to Room 106 of Pasay City Hall for the releasing of document.	3. Release the approved Health Certificate and return all original documentary requirements to the client.	None	10 Minutes	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO) BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO) BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO) ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO) RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)



				<p>ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)</p> <p>JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)</p> <p>GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)</p> <p>JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)</p>
<b>TOTAL:</b>		None	1 Hour	

### 23. Applying for the Renewal of Sanitary Permit

Business owner/s may apply for the renewal of Sanitary Permit at the City Health Office, provided that the establishment has complied with the existing sanitation requirements upon evaluation or inspection conducted in accordance with Presidential Decree Numbers 522 and 856 and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

<b>Office or Division:</b>	City Health Office (CHO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business
<b>Who may avail:</b>	Business Owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<i>For manufacturers, traders, importers, wholesalers and outlets of Processed Food (bakery, food manufacturing, bottling, canning, including fortified foods); Drugs (herbal medicines &amp; traditionally used herbal products); Herbal Food Products/Herbal Dietary Supplements; Medical Devices; Cosmetics; Household Hazardous Substances; Bottled water; and Toys</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original)	





<ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	Department of Health (DOH)-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	Food & Drug Administration (FDA)-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	FDA
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	FDA
<i>For mobile service providers of Desludging Services/Treatment and Disposal Facilities</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner



Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Environmental Sanitation Clearance (1 original)	Department of Health (DOH)
Contract with Treatment Facility & Disposal Site (1 original)	Business Owner
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Environmental Sanitation Clearance (1 original)	Department of Health (DOH)
Contract with Treatment Facility & Disposal Site (1 original)	Business Owner
<i>For stationary service providers of Desludging Services/Treatment and Disposal Facilities):</i>	
<b>Principal</b>	



Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Environmental Sanitation Clearance (1 original)	DOH
Environmental Compliance Certificate (1 original)	Department of Environment and Natural Resources (DENR)
Clearance/Discharge Permit (1 original)	Laguna Lake Development Authority (LLDA)
Certification of Accredited Pollution Control Officer (1 original)	LLDA or DENR
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO



Environmental Sanitation Clearance (1 original)	DOH
Environmental Compliance Certificate (1 original)	DENR
Clearance/Discharge Permit (1 original)	LLDA
Certification of Accredited Pollution Control Officer (1 original)	LLDA or DENR
<i>For food serving establishments and markets:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (for free standing establishments) (1 original)	LLDA
Sanitation Standard (for establishments inside an airport/port) (1 original)	Bureau of Quarantine
Annual Physical/Chemical Examination Result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO



Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (for free standing establishments) (1 original)	LLDA
Sanitation Standard (for establishments inside an airport/port) (1 original)	Bureau of Quarantine
Annual Physical/Chemical Examination Result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
<i>For Funeral Parlor/Memorial House:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer (1 original)	DOH
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form	CHO



- Information/details to be indicated in the Sanitary Permit Form	Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer (1 original)	DOH
<i>For Health Care Facilities such as Hospitals (Tertiary, Secondary, Primary Care), Infirmary, Birthing Home/Lying-in, Acute/Chronic Psychiatric Care Facility, Custodial Psychiatric Care Facility, Rehabilitation Center, Clinical Laboratory, HIV Laboratory, Dental Prosthetic Laboratory, Drug Testing Center, Blood Collecting Unit, and Blood Station:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	DOH



Clearance/Discharge Form (1 original)	LLDA
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
<i>For Industrial establishments engaged in manufacture, sale, distribution of goods/processing of raw materials into end products:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO



Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate (1 original)	DENR
Annual physical and chemical examination result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate (1 original)	DENR
Annual physical and chemical examination result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
<i>For Ice Plants:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory





Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Annual physico-chemical examination result of product ice (1 original)	DOH-Accredited Testing Center
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Annual physico-chemical examination result of product ice (1 original)	DOH-Accredited Testing Center
<i>For Massage Clinic/Sauna Bath:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator	FDA-Accredited Pest Control Operator



(1 original)	
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certification of Licensed Massage Therapist (1 original)	DOH
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certification of Licensed Massage Therapist (1 original)	DOH
<i>For Pest Control Operator:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees	CHO



including their latest X-ray, urine and stool examination results (1 original)	
License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide Applicator (1 original)	FPA
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide Applicator (1 original)	FPA
<i>For Pet shop/Veterinary Clinic/Slaughter house:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator



Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result of water supply (for slaughter house) (1 original)	DOH-Accredited Water Testing Center
Clearance/Discharge Permit (for slaughter house) (1 original)	LLDA
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result of water supply (for slaughter house) (1 original)	DOH-Accredited Water Testing Center
Clearance/Discharge Permit (for slaughter house) (1 original)	LLDA
<i>For Refuse/Solid Waste Collection Service:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO



Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Operating Permit (1 original)	DOH Regional Office
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Operating Permit (1 original)	DOH Regional Office
<i>For Public swimming and Bathing places:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator



with licensed pest control operator (1 original)	
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Results of all test for pH, residual chlorine, and bacteriological quality of water (1 original)	DOH-Accredited Water Testing Center
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) <ul style="list-style-type: none"> <li>- Sanitary Permit Form</li> <li>- Information/details to be indicated in the Sanitary Permit Form</li> </ul>	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Results of all test for pH, residual chlorine, and bacteriological quality of water (1 original)	DOH-Accredited Water Testing Center
<i>For Local &amp; Foreign manufacturers/importers/distributors of water purification equipment and device including establishments that repackage and re-label water purification equipment &amp; devices such as household water filters and water purifiers for the purpose of selling or commercial distribution in the local market; companies or individuals that sell water purification system for water refilling station, household, food establishment, institution and office use:</i>	
<b>Principal</b>	
Duly Accomplished Sanitary Permit Form	



(1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certificate of Health Related Device Registration (1 original)	Food and Drug Administration (FDA)
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Certificate of Health Related Device Registration (1 original)	FDA
<i>For Water Refilling Station/Water Vending Machine:</i>	
<b>Principal</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)



Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Monthly microbiological examination results (Total coliform, Thermo tolerant/E. coli, Heterotrophic Plate Count) (1 original)	DOH-Accredited Water Testing Laboratory
Semi-annual physico-chemical examination result (1 original)	DOH-Accredited Water Testing Laboratory
Attendance to Certification Course for Water Station Operators/Managers conducted by DOH (1 original)	DOH
<b>Representative</b>	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form	CHO Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO





Monthly microbiological examination results (Total coliform, Thermo tolerant/E. coli, Heterotrophic Plate Count) (1 original)		DOH-Accredited Water Testing Laboratory		
Semi-annual physico-chemical examination result (1 original)		DOH-Accredited Water Testing Laboratory		
Attendance to Certification Course for Water Station Operators/Managers conducted by DOH (1 original)		DOH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of requirements at the City Health Office (Room 106).	1. Acknowledge the submission.	None	15 Minutes	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)
	1.1 Check and evaluate the veracity of the documents submitted and nature of business of the client.			BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)
	1.2 Issue Order of Payment to the requesting party.			BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)
				ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)
				RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)
				ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)
				JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)
				GEORGE T.



				EFONDO <i>Sanitation Inspector I</i> (CHO)  JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)
2. Proceed to the Receiving Section of City Health Office and sign logbook upon receipt of the requested document thereafter.	2. Process the request:  2.1 Release the approved Sanitary Permit.	None	15 Minutes	YOLANDA S. BAGTAS <i>Sanitation Inspector I</i> (CHO)  BERNARD E. ALCANTARA <i>Sanitation Inspector II</i> (CHO)  BRAYAN HENRY V. NAVARES <i>Sanitation Inspector I</i> (CHO)  ARMANDO C. FLORENTINO JR. <i>Sanitation Inspector II</i> (CHO)  RETCHEL S. BAINTO <i>Sanitation Inspector I</i> (CHO)  ALEX T. MONTEMAYOR <i>Sanitation Inspector I</i> (CHO)  JUMAR B. GRANDE <i>Sanitation Inspector I</i> (CHO)  GEORGE T. EFONDO <i>Sanitation Inspector I</i> (CHO)



				JOSE DANIEL R. RESTAURO IV <i>Sanitation Inspector I</i> (CHO)
<b>TOTAL:</b>		None	30 Minutes	

## 24. Applying for UDHO MERALCO Certificate

Applying UDHO MERALCO Certificate at the Urban Development and Housing Office (UDHO).

<b>Office or Division:</b>	Urban Development & Housing Office (UDHO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>PRINCIPAL</b>			
Barangay Certificate w/ MERALCO documents with dry seal (1 original, 1 photocopy)		Barangay Hall	
Duly accomplished request form (1 original) - MERALCO Application Form - Details to be indicated in the form		MERALCO Applicant	
<b>REPRESENTATIVE</b>			
Authorization letter (1 original)		Person represented (Applicant)	
Any Government ID Card of the Person Represented (Applicant) (1 original, 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Land Transportation Office (LTO)	
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Barangay Certificate w/ MERALCO documents with dry seal (1 original, 1 photocopy)		Barangay Hall	
Duly accomplished request form (1 original) - MERALCO Application Form - Details to be indicated in the form		MERALCO Applicant	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements to the assigned staff at the UDHO.	1. Receive and evaluate the completeness & veracity of Submitted requirements.  1.1 Issue Order of Payment to the client.	None	2 Minutes	MARGARET R. EUSEBIO <i>Administrative Aide I</i> (UDHO)  MARILOU Q. RIVERA <i>Administrative Aide I</i> (UDHO)
2. Proceed to the City Treasurer's Office (CTO) for assessments and payment of fees.	2. Issue Official Receipt to the client.	CTC PHP 20  UDHO Certificate PHP 20	10 Minutes	<i>Teller</i> (CTO)
3. Present the Official Receipt (OR) to the assigned staff of UDHO.	3. Prepare the MERALCO Certificate.	None	2 Minutes	JOSELITO R. BALANI <i>Administrative Aide I</i> (UDHO)  GINA P. LAUDIT <i>Administrative Aide I</i> (UDHO)
4. Claim the requested document from the assigned staff of UDHO	4. Issue the MERALCO Certificate to the client.	None	2 Minutes	FERNANDO E. RIVERA <i>Administrative Aide IV</i> (UDHO)  CELIA E. TENGCO <i>Administrative Assistant I</i> (UDHO)
<b>TOTAL:</b>		PHP 40	16 Minutes	



## 25. Applying Persons with Disability Identification Card and Purchase Booklet

Persons with Disability who are residents of Pasay City may apply for Persons with Disability ID Card with Booklet to avail their benefits as stated in Republic Act 7277 or the Magna Carta of Persons with Disability.

### ***New Application:***

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Persons with Disability
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Duly Accomplished Application Form: <ul style="list-style-type: none"> <li>- Application Form</li> <li>- Details/information to be indicated in the application form</li> </ul>	PDAO Persons with Disability/Client
Updated Medical Certificate of Disability with the corresponding type of disability duly signed by the doctor with license number (1 photocopy) <ul style="list-style-type: none"> <li>a. Apparent Disability (For Visual, Orthopedic, Speech/Language Impairment)</li> </ul>	Hospital/Clinic where the client was admitted/examined  Barangay Health Center where a Barangay Health Officer can also issue a Medical Certificate of Disability;  PSWDD where a Social Worker can also issue an Apparent Medical Certificate of Disability;  Barangay Hall where a Punong Barangay can also issue an Apparent Medical Certificate of Disability
b. Non-Apparent Disability	Hospital/Clinic where the client was admitted/examined
Updated Medical Abstract (1 photocopy)	Hospital/Clinic where the client was admitted/examined
Barangay Certificate of Residency (1 original)  or  Proof of utility billing indicating the current/permanent address of a person with disability/client, in the absence of barangay	Barangay Hall where the client resides    Persons with Disability/Client



certificate of residency (1 original)	
Latest 1 x 1 picture with white background (2 colored, original)	Photo Studio
Government issued ID Card (1 original and 1 photocopy)	BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG
or	
Birth Certificate, in the absence of any valid government ID card (1 original)	PSA
<b>For Apparent Disability:</b> Whole Body Picture focusing on the disability (1 colored, original)	Photo Studio, Persons with Disability/Client
Government issued ID Card (1 original and 1 photocopy)	BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG, PSA
<b>Representative</b>	
Authorization Letter of PWD (1 original)	Person represented (Persons with Disability)
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form	PDAO Persons with Disability/Client
Updated Medical Certificate of Disability with the corresponding type of disability duly signed by the doctor with license number (1 photocopy)	Hospital/Clinic where the client was admitted/examined
a. Apparent Disability (For Visual, Orthopedic, Speech/Language Impairment)	Barangay Health Center where a Barangay Health Officer can also issue a Medical Certificate of Disability;  PSWDD where a Social Worker can also issue an Apparent Medical Certificate of Disability;
b. Non-Apparent Disability	Barangay Hall where a Punong Barangay can also issue an Apparent Medical Certificate of Disability  Hospital/Clinic where the client was admitted/examined
Updated Medical Abstract (1 photocopy)	Hospital/Clinic where the client was admitted/examined
Barangay Certificate of Residency (1 original)	Barangay Hall where the client resides



or Proof of utility billing indicating the current/permanent address of a person with disability/client, in the absence of barangay certificate of residency (1 original)	Persons with Disability/Client			
Latest 1 x 1 picture with white background (2 colored, original)	Photo Studio			
Latest 2x2 picture with white background (1 colored, original)	Photo Studio			
3 specimen signatures (use clear black ink) or 3 Thumbmark on a piece of bond paper ( 1 original)	Document Owner			
Whole Body Picture of the applicant together with their representative (1 colored, original)	Photo Studio, Persons with Disability/Client			
Government issued ID Card of the client being represented (1 original and 1 photocopy)  or Birth Certificate, in the absence of any valid government ID card (1 original)	BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG  PSA			
Government issued ID Card of the representative (1 original and 1 photocopy)	BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG, PS			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form together with complete requirements at the transaction window of PDAO located at Unit 12 Mayor's Coordinating Office, Cuneta Astrodome. Pasay City.	1. Check the completeness and veracity of submitted requirements.	None	10 Minutes	GLENTON J. PESEBRE <i>Administrative Aide IV (PDAO)</i>
2. Wait for the processing of Person with	2. Prepare Identification Card and	None	25 Minutes	HILDA P. CRISTOBAL <i>Disability Affairs Officer II</i>



Disability ID Card and Purchase Booklet at the waiting area, in front of the transaction window.	Purchase Booklet.			(PDAO)
3. Claim Person with Disability ID Card and Purchase Booklet at the transaction window of PDAO.	3. Release the Persons with Disability ID Card and Purchase Booklet.	None	5 Minutes	HILDA P. CRISTOBAL <i>Disability Affairs Officer II</i> (PDAO)
<b>TOTAL:</b>		None	40 Minutes	

### **Renewal**

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Persons with Disability

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Principal</b>	
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form	PDAO Persons with Disability/Client
Old PWD ID Card issued by Pasay City PDAO	Persons with Disability/ Client
Latest 1 x 1 picture with white background (1 colored, original)	Photo Studio
<b>Representative</b>	
Authorization Letter (1 original)	Person represented (Persons with Disability)
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form	PDAO Persons with Disability/Client
Latest 1 x 1 picture with white background (1 colored, original)	Photo Studio
Latest 2x2 picture with white background (1 colored, original)	Photo Studio
3 Specimen signatures (use clear black ink) or 3 Thumbmark on a piece of bond paper ( 1 original)	Document Owner





Whole Body Picture of the applicant together with their representative (1 colored, original)		Photo Studio, Persons with Disability/Client		
Government issued ID Card of the client being represented (1 original and 1 photocopy)  or Birth Certificate, in the absence of any valid government identification card (1 original)		BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG  PSA		
Government issued ID Card of the representative (1 original and 1 photocopy)		BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG, PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form together with complete requirements at the transaction window of PDAO located at Unit 12 Mayor's Coordinating Office, Cuneta Astrodome. Pasay City.	1. Check the completeness and veracity of submitted requirements.	None	5 Minutes	GLENTON J. PESEBRE <i>Administrative Aide IV</i> (PDAO)
2. Wait for the processing of Person with Disability ID Card and Purchase Booklet at the waiting area, in front of the transaction window.	2. Prepare Identification Card and Purchase Booklet.	None	10 Minutes	HILDA P. CRISTOBAL <i>Disability Affairs Officer II</i> (PDAO)
3. Claim Person with Disability ID Card and Purchase Booklet at the transaction window of PDAO.	3. Release the Persons with Disability ID Card and Purchase Booklet.	None	5 Minutes	HILDA P. CRISTOBAL <i>Disability Affairs Officer II</i> (PDAO)



<b>TOTAL:</b>	None	20 Minutes	
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**Application for replacement of ID Card and Purchase Booklet:**

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Persons with Disability

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form		PDAO Persons with Disability/Client		
Affidavit of Loss (1 original)		Notary Public		
Latest 1x1 picture (1 colored, original)		Photo Studio		
<b>Representative</b>				
Authorization Letter (1 original)		Person represented (Persons with Disability)		
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form		PDAO Persons with Disability/Client		
Affidavit of Loss (1 original)		Person represented (Persons with Disability)		
Latest 1x1 picture (1 colored, original)		Photo Studio		
Latest 2x2 picture with white background (1 colored, original)		Photo Studio		
3 Specimen signatures (use clear black ink) or 3 Thumbmark on a piece of bond paper ( 1 original)		Document Owner		
Whole Body Picture of the applicant together with their representative (1 colored, original)		Photo Studio, Persons with Disability/Client		
Government issued ID Card of the client being represented (1 original and 1 photocopy)		BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG		
Or  Birth Certificate, in the absence of any valid government identification card (1 original)		PSA		
Government issued ID Card of the representative (1 original and 1 photocopy)		BIR, Post Office, SSS, GSIS, COMELEC, LTO, TIN, PhilHealth, Pag-IBIG, PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly	1. Check the	None	5 Minutes	GLENTON J.



accomplished application form together with complete requirements at the transaction window of PDAO located at Unit 12 Mayor's Coordinating Office, Cuneta Astrodome. Pasay City.	completeness and veracity of submitted requirements.			PESEBRE <i>Administrative Aide IV</i> (PDAO)
2. Wait for the processing of Person with Disability ID Card and Purchase Booklet at the waiting area, in front of the transaction window.	2. Prepare Identification Card and Purchase Booklet.	None	10 Minutes	HILDA P. CRISTOBAL <i>Disability Affairs Officer II</i> (PDAO)
3. Claim Person with Disability ID Card and Purchase Booklet at the transaction window of PDAO.	3. Release the Persons with Disability ID Card and Purchase Booklet.	None	5 minutes	HILDA P. CRISTOBAL <i>Disability Affairs Officer II</i> (PDAO)
<b>TOTAL:</b>		None	20 Minutes	

## 26. Approval for Payment of Terminal Leave Benefits of Separated Employees under the Legislative Department

The Office of the City Vice Mayor processes the approval for the payment of terminal leave benefits of separated employees City Government departments/offices under the Legislative Department.

<b>Office or Division:</b>	Office of the City Vice Mayor (OCVM)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Separated employees of City Government departments/offices under the Legislative Department
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Approved Voucher and Obligation	Human Resource Management and Development



Request (1 original)		Office (HRMDO) City Budget Office (CBO) City Accountant's Office (CAcctgO) City Treasurer's Office (CTO)		
Approved Leave Application (1 original)		HRMDO		
Computation of Terminal Leave Benefits (1 original)		HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and supporting documents to the Administrative Section of the Office of the Vice Mayor for evaluation of documents	1. Review completeness of requirements, and forward the voucher to the City Vice Mayor for approval.	None	7 Hours 25 Minutes	RICHARD T. FELIX <i>Supervising Administrative Officer</i> (OCVM)
	1.1 Transmit the voucher to the City Treasurer's Office (CTO) for proper action.	None	30 Minutes	ROLANDO M. OSIT <i>Administrative Assistant II</i> (OCVM)  ROMMEL M. TORRES <i>Administrative Aide I</i> (OCVM)  EDUARDO LUIS RAYMUNDO M. CASTRO <i>Administrative Aide I</i> (OCVM)
2. Follow-up the status of application at the OCVM.	2. Advise the client that the documents have been signed and was already transmitted to the CTO.	None	5 Minutes	ROLANDO M. OSIT <i>Administrative Assistant II</i> (OCVM)
<b>TOTAL:</b>		None	1 Day	



## 27. Assisting Taxpayers regarding Queries on Real Property Tax (RPT) Assessment/Collection

The Local Board Assessment Appeals shall respond to queries pertaining to the propriety of assessment and collection of RPT.

<b>Office or Division:</b>	Local Board of Assessment Appeals (LBAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Owner or person having legal interest			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Petition under oath (5 original)		Document Owner		
Tax declaration (1 original)		City Assessor's Office (CAssrO)		
Affidavits or documents submitted in support thereof (1 original)		Document Owner		
Government Issued ID Card (1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC)		
<b>Representative</b>				
Special Power of Attorney (1 original)		Person represented (Document Owner)		
Petition under oath (5 original)		Person represented (Document Owner)		
Tax declaration (1 original)		CAssrO		
Affidavits or documents submitted in support thereof (1 original)		Document Owner		
Government Issued ID Card (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. State the complaint and submit the tax declaration requested from Assessor's Office to the LBAA.	1. Make initial assessment report and return it to the client.	None	15 minutes	MILAGROS C. MUNAR <i>Administrative Aide I</i> (LBAA)  ARTHUR P. DE JESUS <i>Administrative Aide I</i> (LBAA)
2. Submit the initial assessment	2. Conducts interview and give advice to	None	30 Minutes	MARIA LUISA B. PASCO <i>Board Secretary I</i>



report to the Board Secretary of the LBAA.	the client.			(LBAA)
<b>TOTAL:</b>		None	45 Minutes	

## 28. Attending to Complaints against Barangay Officials for Mediation

The Liga ng mga Barangay (LIGA) Office aids in the possible resolution of complaints filed against and among Barangay officials.

<b>Office or Division:</b>	Office of Liga ng Mga Barangay (LIGA)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens			
<b>Who may avail:</b>	Pasay City Citizen/s; Barangay Officials of Pasay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notarized Complaint Letter and its supporting attachments (as applicable) (1 photocopy)		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the City Secretariat's endorsement of required documents to the Office of Liga ng mga Barangay (LIGA).	1. Acknowledge the submission and check the completeness of requirements/ documents.	None	15 Minutes	MARIA THERESA B. PANLILIO <i>Administrative Aide I</i> (LIGA Office)
2. Wait for the summon's receipt from the Liga ng mga Barangay (LIGA).	2. Set and inform the client with the schedule of hearing/ mediation.	None	1 Day	MARIA THERESA B. PANLILIO <i>Administrative Aide I</i> (LIGA Office)
3. Attend the scheduled mediation conference at the Office of Liga ng Mga Barangay	3. Hear and assist all parties on the case at hand  3.1 1 <sup>st</sup> Hearing (as needed)	None	2 Hours (for mediation conference)  5 Days (waiting time)	Liga Committee on Law and Justice (LIGA Office)



(LIGA).	3.2 2 <sup>nd</sup> Hearing (as needed)		prior to 1 <sup>st</sup> Hearing)	
	3.3 3 <sup>rd</sup> Hearing (as needed)		5 Days (waiting time prior to 2 <sup>nd</sup> Hearing)	
			5 Days (waiting time prior to 3 <sup>rd</sup> Hearing)	
3. Wait for the forwarding of notice of resolution presented by the Liga Committee on Law and Justice at the Office of Liga ng Mga Barangay (LIGA) to the City Secretariat for their disposition, and secure a copy thereof.	4. Note and record the issuance of the said notice and maintain a copy thereof for file reference.	None	30 minutes	Liga Committee on Law and Justice (LIGA Office)
<b>TOTAL:</b>		None	16 Days, 2 Hours, and 45 Minutes	

## 29. Availing Admission Services of Pasay City General Hospital

The Admitting Section of Pasay City General Hospital (PCGH) is a 24/7 service, manned with personnel who are willing to answer inquiries regarding patient's admission.

<b>Office or Division:</b>	Admitting Section, Pasay City General Hospital (PCGH)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Duly accomplished Admission Order (1 original)	



<ul style="list-style-type: none"> <li>- Admission Order</li> <li>- Information/details to be included in the Admission Order</li> </ul>		Emergency Room (ER) Department, PCGH		
<ul style="list-style-type: none"> <li>- Information/details to be included in the Admission Order</li> </ul>		Attending Physician		
Duly accomplished Patient Data Form (1 original) <ul style="list-style-type: none"> <li>- Patient Data Form</li> <li>- Information/details to be included in the Patient Data Form</li> </ul>		Admitting Section, PCGH		
<ul style="list-style-type: none"> <li>- Patient Data Form</li> <li>- Information/details to be included in the Patient Data Form</li> </ul>		Patient		
Duly accomplished Patient Cover Sheet Form (1 original) <ul style="list-style-type: none"> <li>- Patient Cover Sheet Form</li> <li>- Information/details to be included in the Patient Cover Sheet Form</li> </ul>		Admitting Section, PCGH		
<ul style="list-style-type: none"> <li>- Patient Cover Sheet Form</li> <li>- Information/details to be included in the Patient Cover Sheet Form</li> </ul>		Patient		
Philhealth Membership No Balance Billing (NBB) (1 original)		Admitting Section, PCGH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Admitting Section of PCGH and state your medical concern/s.	1. Attend to the medical concern/needs of the patient:  1.1 Give accomplished admission order and Philhealth Membership No Balance Billing to the patient.  1.2 Provide copies of Patient Data and Cover Sheet Forms.  1.3 Designate room number of the patient.	None	15 Minutes	ROSEMARIE S. CASTAÑEDA <i>Administrative Assistant II/ Admitting Clerk</i> (PCGH)  ANGELITA S. BELENO <i>Administrative Aide II/ Admitting Clerk</i> (PCGH)





2. Submit duly accomplished Patient Data and Cover Sheet Forms together with the Admission Order and Philhealth Membership No Balance Billing at the Admitting Section of PCGH.	2. Acknowledge the submission and check for the completeness and veracity of the requirements.  2.1 Assist the patient for transfer to the designated room/ward thereafter.	None	30 Minutes	MARIAN F. YUNGCO <i>Nurse I</i> (PCGH)
3. Transfer to the assigned hospital room/ward of the PCGH.	3. Endorse the patient's chart and admission order to the ward nurse and wait for further instructions from the attending physician.	None	30 Minutes	MARIAN F. YUNGCO <i>Nurse I</i> (PCGH)
<b>TOTAL:</b>		None	1 Hour and 15 Minutes	

### 30. Availing Cremation Services

The Pasay City Government owns and operates a crematorium that can serve as an alternative mode of interment for deceased residents and non-residents of the City.

<b>Office or Division:</b>	<b>Pasay Public Cemetery &amp; Crematorium (PCPCC)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cremation Schedule Request Form (1 original)		Crematorium Office of the PCPCC		
Death Certificate (1 photocopy)		Local Civil Registry Office		
Cremation Permit (1 original)		City Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish the	1. Prepare the interment	None	5 Minutes	EVANGELINE D. DANIELES



<p>cremation schedule form, and submit it to the Cremation Office of the PCPCC together with all the requirements.</p>	<p>service schedule, and issue Order of Payment to the client.</p>			<p><i>Administrative Aide III (PCPCC)</i></p>
<p>2. Proceed to the assigned City Treasurer's Office (CTO) teller at the PCPCC, 2<sup>nd</sup> floor, and pay the required fees.</p>	<p>2. Issue Official Receipt (OR) based on submitted Order of Payment to the client.</p>	<p>Cremation Services Rate:</p> <ul style="list-style-type: none"> <li>• Residents (Adults) – PHP 8,000</li> <li>• Non-Residents (Adults) – PHP 15,000</li> <li>• Cremation of Bone/ Remains – PHP 4,000</li> <li>• Infant – PHP 2,000</li> <li>• Children (below 12 years old) – PHP 4,000</li> <li>• Youth (12-18 years old) –</li> </ul>	<p>5 Minutes</p>	<p>CHRISTOPHER Y. DECENA <i>Administrative Aide II (CTO)</i></p>



		<p>PHP 6,000</p> <p>Other Related Fees (To be paid at Treasurer's Office, City Hall of Pasay)</p> <ul style="list-style-type: none"> <li>• Cremation Permit – PHP 500</li> <li>• Entrance Fee (if the place of death of the deceased person is outside the City of Pasay) – PHP 200</li> </ul> <p>(Per Ordinance No. 4008, s. 2007)</p>		
3. Present the OR to the Crematorium Office of the PCPCC for the approval of the cremation service schedule.	3. Approve the cremation service schedule.	None	5 Minutes	MARIVIC DG. NILLO <i>Officer-In-Charge,</i> (PCPCC)



4. Secure the approved cremation services schedule at the Crematorium Office of the PCPCC.	4. Issue the approved cremation services schedule to the client, and keep the records thereof.	None	5 Minutes	EVANGELINE DANIELES <i>Administrative Aide III</i> (PCPCC)
5. Present the approved cremation services schedule for the conduct of the cremation.	5. Receive and verify the schedule then conduct cremation process.  5.1 After which, proceed to the PCPCC Office, 2 <sup>nd</sup> floor, and claim the Cremation Certificate.	None	2 Hours	<i>Cremation Section Staff</i> (PCPCC)
6. Secure Cremation Certificate to the assigned staff.	5. Prepare and issue the Cremation Certificate to the client.	None	5 Minutes	BELEN N. INTERIA <i>Administrative Aide IV</i> (PCPCC)
<b>TOTAL:</b>		If the place of death of the deceased person is within the area of City of Pasay:  • Residents (Adults) – PHP 8,500	2 Hours and 25 Minutes	



	<ul style="list-style-type: none"><li>• Non-Residents (Adults) – PHP 15,500</li><li>• Cremation of Bone/ Remains – PHP 4,500</li><li>• Infant – PHP 2,500</li><li>• Children (below 12 years old) – PHP 4,500</li><li>• Youth (12-18 years old) – PHP 6,500</li></ul> <p>If the place of death of the deceased person is outside the area of City of Pasay:</p> <ul style="list-style-type: none"><li>• Residents (Adults) – PHP 8,700</li><li>• Non-Residents</li></ul>		
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	(Adults) – PHP 15,700		
	<ul style="list-style-type: none"> <li>• Cremation of Bone/ Remains – PHP 4,700</li> <li>• Infant – PHP 2,700</li> <li>• Children (below 12 years old) – PHP 4,700</li> <li>• Youth (12-18 years old) – PHP 6,700</li> </ul>		

### 31. Availing of Burial Lot/Niche/Apartment Services

The Pasay City Government owns and operates a public cemetery for its citizens' departed ones. Pasay City residents are given priority in securing a lease contract for a burial lot/niche/apartment within the cemetery. Due to the ever growing need of the City, the space provided is quite limited.

<b>Office or Division:</b>	<b>Pasay Public Cemetery &amp; Crematorium (PCPCC)</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Pasay City Resident</b>			
Burial Schedule Form	PCPCC		
Death Certificate (1 photocopy)	Local Civil Registry Office		
Barangay Certificate to prove that the	Concerned Barangay Hall		



applicant is a Pasay City Resident (1 original)				
<b>Non-Pasay City Resident</b>				
Burial Schedule Form		PCPCC		
Death Certificate (1 photocopy)		Local Civil Registry Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish the burial schedule form and submit it together with all the requirements at the PCPCC.	1. Receive and acknowledge the submission of duly accomplished form and requirements.	None	5 Minutes	BELEN N. INTERIA <i>Administrative Aide IV</i> (PCPCC)  JASON P. PUMIKPIK <i>Administrative Aide II</i> (PCPCC)  DANTE C. BEGASA <i>Cemetery Caretaker</i> (PCPCC)
2. Wait for the assessment of the records at the PCPCC.	2. Check the calendar, and schedule the interment service.	None	5 Minutes	BELEN N. INTERIA <i>Administrative Aide IV</i> (PCPCC)  JASON P. PUMIKPIK <i>Administrative Aide II</i> (PCPCC)  DANTE C. BEGASA <i>Cemetery Caretaker</i> (PCPCC)
3. Proceed to the specified place of interment within the cemetery, together with the cemetery staff	3. Accompany the client to the specified place of interment and assess the area thereat.	None	10 Minutes	BELEN N. INTERIA <i>Administrative Aide IV</i> (PCPCC)  JASON P. PUMIKPIK <i>Administrative Aide II</i> (PCPCC)  DANTE C. BEGASA <i>Cemetery Caretaker</i> (PCPCC)
4. Proceed to the assigned City Treasurer's	4. Issue Official Receipt (OR) based on	Rental Rates:  For Niche and Lot –	5 Minutes	CHRISTOPHER Y. DECENA <i>Administrative Aide II</i> (CTO)



<p>Office (CTO) teller at the Cemetery Office, 2<sup>nd</sup> floor, and pay the required fees.</p>	<p>submitted Order of Payment to the client.</p>	<p>Niche PHP 200 per year (for every first two bottom layers)</p> <p>Lot PHP 115 per year per lot (1 x 2.3 meters)</p> <p>For Apartment Type Niches –</p> <p>PHP 150 per year (PHP 750 for five years)</p> <p>(Per Ordinance No. 3992, S-2007)</p>		
<p>5. Proceed to the PCPCC and sign the index card containing the information of the deceased person and other personal details relative thereto.</p>	<p>5. Keep and maintain the index card for file/future reference.</p>	<p>None</p>	<p>5 Minutes</p>	<p>BELEN N. INTERIA <i>Administrative Aide IV</i> (PCPCC)</p> <p>JASON P. PUMIKPIK <i>Administrative Aide II</i> (PCPCC)</p> <p>DANTE C. BEGASA <i>Cemetery Caretaker</i> (PCPCC)</p>
<p><b>TOTAL:</b></p>		<p>Rental Rates:</p> <p>For Niche and Lot – PHP 1,575</p> <p>For Apartment Type Niches –</p>	<p>30 Minutes</p>	





	PHP 750  (Per Ordinance No. 3992, S-2007)		
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## 32. Availing of Interment Services

Present lease holders of spaces within the cemetery (lot/niche/apartments) can avail of interment services upon proper coordination with the Pasay Public Cemetery & Crematorium. For those who are not yet lease holders, it is advised that they secure a lease contract prior to applying for this service.

<b>Office or Division:</b>	<b>Pasay Public Cemetery &amp; Crematorium (PCPCC)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate (1 photocopy)		Local Civil Registry Office		
Burial Permit (1 original)		City Health Office, Pasay City Hall		
Lease contract (1 photocopy)		PCPCC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish burial schedule form and submit it together with all the requirements to the PCPCC.	1. Schedule the interment service, and issue order of payment in relation thereto.	None	5 Minutes	BELEN N. INTERIA <i>Administrative Aide IV</i> (PCPCC)  JASON P. PUMIKPIK <i>Administrative Aide II</i> (PCPCC)  DANTE C. BEGASA <i>Cemetery Caretaker</i> (PCPCC)
2. Proceed to the City Treasurer's Office (CTO) at the Pasay City Hall for the payment of corresponding	2. Issue Official Receipt (OR) based on submitted Order of Payment to the client.	Burial Fee – PHP 150 Cemetery Fee – PHP 150  Exhumation fee – PHP 150	1 Hour	<i>Cashier</i> (CTO)



fees.		Entrance Fee (if applicable) – PHP 200  (Per Ordinance No. 3992, S-2007)		
3. Submit the OR of payment to PCPCC.	3. Check the veracity of OR and schedule the interment.	None	5 Minutes	BELEN N. INTERIA <i>Administrative Aide IV</i> (PCPCC)  JASON P. PUMIKPIK <i>Administrative Aide II</i> (PCPCC)  DANTE C. BEGASA <i>Cemetery Caretaker</i> (PCPCC)
<b>TOTAL:</b>		PHP450  If with Entrance Fee – PHP 650  (Per Ordinance No. 3992, S- 2007)	1 Hour and 10 Minutes	

### 33. Availing of Medical Social Service Assistance (Emergency Room, Out Patient Department and Admitted Patients)

The Medical Social Service of PCGH ensures that all ER, OPD and Admitted Patients are attended and given appropriate assistance and necessary interventions.

<b>Office or Division:</b>	Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Medical Abstract/Discharge Summary (1 photocopy)		Ward, PCGH		
Social Case Study Report (1 original)		Pasay City Social Welfare and Development		
Inter-Agency Referral/ Recommendation Letter (1 original)		Inter-Agency (DOH-MAP, PCSO, Malasakit Center)		
Referral from the Clinical Team (1 original)		Clinical Team, PCGH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSSS, PCGH for initial assessment.	<p>1. Carry out initial assessment and establish the classification of patient.</p> <p>1.1 If the patient is classified as Class D indigence, instruct the requesting party to proceed to the Ancillary Department of the PCGH.</p> <p>1.2 If the patient is classified as Class C indigence, instruct the requesting party to proceed to the Cashier Section, PCGH to settle balance.</p>	None	15 Minutes	<p>MARIA JINKY T. ILAGAN <i>Social Welfare Officer III</i> (PCGH)</p> <p>MA. DAISY S. SANTIAGO <i>Social Welfare Officer I</i> (PCGH)</p> <p>QUEENY S. VILLAMARIN <i>Social Welfare Officer I</i> (PCGH)</p> <p>MARVIN M. SALINAS <i>Social Welfare Officer I</i> (PCGH)</p> <p>JENNIFER B. SEVILLA <i>Social Welfare Officer I</i> (PCGH)</p>
2 Proceed to the Ancillary Department and sign logbook upon receipt of MSSS assistance	2. Issue Medical Social Service Assistance to the requesting party and keep	None	5 Minutes	MARIA JINKY T. ILAGAN <i>Social Welfare Officer III</i> (PCGH)



<p>Or</p> <p>Proceed to the Cashier Section to settle balance.</p>	<p>supporting documents for file reference.</p>			<p>MA. DAISY S. SANTIAGO <i>Social Welfare Officer I</i> (PCGH)</p> <p>QUEENY S. VILLAMARIN <i>Social Welfare Officer I</i> (PCGH)</p> <p>MARVIN M. SALINAS <i>Social Welfare Officer I</i> (PCGH)</p> <p>JENNIFER B. SEVILLA <i>Social Welfare Officer I</i> (PCGH)</p>
<b>TOTAL:</b>		None	20 Minutes	

**Classification of Indigency:**

Class	Income Bracket		Percent of Discount
	From	To	
D	Below	2,083.91	100%
C3	2,917.47	2,083.94	75%
C2	3,751.03	2,917.48	50%
C1	4,584.60	3,751.04	25%
B	Above	4,584.61	Able to pay

*\* Pursuant to Republic Act No. 737*

**Medical Social Service  
Classification of Patients  
Modes of Cost of Sharing**

Patient Category	Hospital Share	Patient Share
<b>Class D</b>	Full – The hospital provide free room and board, professional	The patient shall not pay for hospital charges incurred.



	services, linen and ancillary services, and available medicines.	
<b>Class C-3</b>	Partial – The hospital staff shall provide free room and board, linen, and professional services. Subsidize more than 50% on the available medicines and ancillary services.	The patient shall share any affordable amount for medicines provided and ancillary services rendered.
<b>Class C-2</b>	Partial – The hospital shall provide free room and board, linen and professional services. Subsidize 50% of the available medicines and ancillary services.	The patient shall pay 50% of the charges for medicines given and ancillary services rendered.
<b>Class C-1</b>	Partial – The hospital shall provide free room and board, linen and professional services. Subsidize 25% of the available medicines and ancillary services.	The patient shall pay 75% of hospital charges for medicines given, ancillary services, rendered, and other, if any.

\* According to DOH Administrative Order # 51-A s. 2000

### 34. Availing of Membership Card

The Derham Park and Sports Complex offers a membership card to clients who use the fitness gym.

<b>Office or Division:</b>	Derham Park and Sports Complex (DPSC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Membership Form (1 original)		DPSC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the membership form at the Fitness Gym of DPSC.	1. Receive and check the completeness of data entries in the filled-out membership	None	5 Minutes	DANILO W. CRONE <i>Construction and Maintenance Man</i> (DPSC)



	form.			
2. Wait for the order of payment to be issued by the DPSC.  2.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.	2. Issue order of payment to the client.  2.1 Receive payment and issue Official Receipt (OR) to the client.	PHP 350	10 Minutes	Cashier (CTO)
3. Proceed to the Fitness Gym of the DPSC and submit the OR to the frontline personnel thereat, prior receiving the membership card.	3. Check the OR then issue the membership card to the client.	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)
<b>TOTAL:</b>		PHP 350	20 Minutes	

### 35. Availing the Services of Philhealth Section (Reimbursement of Out of Pocket Expenses)

The Philhealth Section of Pasay City General Hospital (PCGH) releases check for claims on reimbursement for Out of Pocket Expenses (OPE) to qualified patients who paid additional hospital charges during their admission in the hospital.

<b>Office or Division:</b>	Pasay City General Hospital (PCGH)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Philhealth Benefit Eligibility Form (1 original) <ul style="list-style-type: none"> <li>- Philhealth Benefit Eligibility Form (PBEF)</li> <li>- Information/details to be included in the PBEF</li> </ul>		Philhealth Section, PCGH  Patient		
Duly accomplished Philhealth Claim Forms: PBEF, CSF, CF2, CF3 & CF4 (1 Original) <ul style="list-style-type: none"> <li>- PBEF, CSF, CF2, CF3 &amp; CF4 Forms</li> <li>- Information/details to be included in the Claim Forms</li> </ul>		Philhealth Section, PCGH  Patient		
Membership Data Record (MDR) (1 original)		Philhealth Office		
Philhealth ID Card (1 original)		Philhealth Office		
Senior Citizen's ID Card (if applicable) (1 original)		Office for Senior Citizen Affairs		
4Ps ID Card (if applicable) (1 original)		Pasay City Social Welfare and Development		
Medical Record (1 photocopy)		Hospital where the patient is admitted, or, Health Information Management Section (HIMS), PCGH for discharged patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Philhealth Section of PCGH for the processing of claims.	1. Process the request: <ul style="list-style-type: none"> <li>1.1 Re-evaluate the claims.</li> <li>1.2 Carry out International Code of Diseases (COD)/Revise Values Scale (RVS) coding, certification and documentation.</li> <li>1.1 Issue final assessment of</li> </ul>	None	60 Days (includes processing time)	SHIRLEY O. CORROS <i>Administrative Assistant III</i> <i>Officer-in-Charge</i> (Philhealth Section, PCGH)



	fees to be paid by the client at respective Philhealth Regional Office (PRO) branch.			
2. Proceed to Philhealth Regional Office (PRO) NCR South Branch for filing and payment of claims.	2. Issue official receipt of payment to the client.	(Please refer to the schedule of fees below)	30 Days	<i>Philhealth Officer Personnel</i> (Philhealth Section, PCGH)
3. Present Benefit Payment Notice (BPN), Official Receipts of Out of Pocket Expenses (OPE), and other necessary documents to the Philhealth Section of PCGH.	3. Process the request:  3.1 Reimburse Out of Pocket Expenses (OPE).  3.2 Prepare transmittal of voucher for reimbursement.	None	15 Days	SHIRLEY O. CORROS <i>Administrative Assistant III</i> <i>Officer-in-Charge</i> (Philhealth Section, PCGH)
4. Claim the check from Philhealth Section of PCGH, then sign the logbook thereat.	4. Issue the check to the client, and keep the voucher and other attachments for file reference.	None	5 Days	SHIRLEY O. CORROS <i>Administrative Assistant III</i> <i>Officer-in-Charge</i> (Philhealth Section, PCGH)
<b>TOTAL:</b>		(Please refer to the schedule of fees below)	110 Days	

#### PHILHEALTH PACKAGE

MOST COMMON CASES	ICD-10	PROFESSIONAL FEE	HOSPITAL BILL	TOTAL
ABNORMAL UTERINE	N93.9	PHP 1,980	PHP 4,620	PHP 6,600





BLEEDING				
ABSCESS BUTTOCK AND GLUTEAL	L02.3	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS FACE	L02.0	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS HEAD AND SCALP	L02.8	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS LIMB, AXILLA, HIP & SHOULDER	L02.8	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS NECK	L02.1	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS TRUNK, ABDOMINAL WALL	L02.2	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS, CHEST, GROIN, PERINEUM, UMBILICUS	L02.2	PHP 1,200	PHP 2,800	PHP 4,000
ACUTE GASTRITIS	K29.1	PHP 1,830	PHP 4,720	PHP 6,550
ACUTE ISCHEMIC STROKE	I67.8	PHP 4,560	PHP 10,640	PHP 15,200
ACUTE KIDNEY INJURY	N19	PHP 4,350	PHP 10,150	PHP 14,500
ACUTE MYOCARDIAL INFARCTION	I21.9	PHP 5,670	PHP 13,230	PHP 18,900
ACUTE MYOCARDIAL INFARCTION, NSTEMI	I21.4	PHP 5,670	PHP 13,230	PHP 18,900
ACUTE PYELONEPHRITIS	N10	PHP 3,000	PHP 7,000	PHP 10,000
ACUTE RENAL DISEASE	N00.9	PHP 3,000	PHP 7,000	PHP 10,000
ACUTE TONSILLOPHARYNGITIS	J06.8	PHP 1,200	PHP 2,800	PHP 4,000
AGE SEVERE DEHYDRATION (3 DAYS)	A09.9, E86.2	PHP 1,800	PHP 4,200	PHP 6,000
AGE MODERATE	A09.9, E86.1	PHP 1,800	PHP 4,200	PHP 6,000



DEHYDRATION (3 DAYS)				
ALCOHOLIC LIVER DISEASE	K70.9	PHP 3,540	PHP 8,260	PHP 11,800
ANEMIA	D64.9	PHP 3,000	PHP 7,000	PHP 10,000
ASPIRATION PNEUMONIA	J69.0	PHP 4,410	PHP 10,290	PHP 14,700
BRONCHIAL ASTHMA IN ACUTE EXACERBATION	J45.90	PHP 2,700	PHP 6,300	PHP 9,000
CARDIAC ARRHYTMIA	I49.9	PHP 3,660	PHP 8,540	PHP 12,200
CELLULITIS EXTREMETIES	L03.1	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, FACE	L03.2	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, FINGER AND TOES	L03.0	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, HEAD	L03.8	PHP 2,880	PHP 6,720	PHP 9,600
CEREBRAL CONCUSSION	S06.00	PHP 2,640	PHP 6,160	PHP 8,800
CEREBRAL CONTUSION	S06.20	PHP 2,640	PHP 6,160	PHP 8,800
CERVICAL POLYP	N84.1	PHP 1,560	PHP 3,640	PHP 5,200
CHRONIC KIDNEY DISEASE	N03.9	PHP 4,350	PHP 10,150	PHP 14,500
CHRONIC OBSTRUCTIVE PULMONARY DISEASE	J44.9	PHP 3,660	PHP 8,540	PHP 12,200
CHRONIC OBSTRUCTIVE PULMONARY DISEASE IN AE	J44.1	PHP 3,660	PHP 8,540	PHP 12,200
CHRONIC RENAL/KIDNEY DISEASE	N03.9	PHP 3,000	PHP 7,000	PHP 10,000
CHRONIC KIDNEY DISEASE V (CKD)	N18.5	PHP 4,350	PHP 10,150	PHP 14,500
CHRONIC LIVER DISEASE	k75.8			



CNS Infection	G93.8			
CONGESTIVE HEART FAILURE	I50.0	PHP 4,710	PHP 10,990	PHP 15,700
CORONARY ARTERY DISEASE	I25.1	PHP 1,200	PHP 2,800	PHP 4,000
CVA BLEED/INTRACEREBRAL H'GE	I61.9	PHP 11,400	PHP 26,600	PHP 38,000
CVD INFARCT /CVA I	I63.9	PHP 8,400	PHP 19,600	PHP 28,000
DENGUE SEVERE/DHF III & IV	A97.2	PHP 4,800	PHP 11,200	PHP 16,000
DENGUE W/O WARNING SIGNS	A97.0	PHP 3,000	PHP 7,000	PHP 10,000
DENGUE W/WARNING SIGNS	A97.1	PHP 3,000	PHP 7,000	PHP 10,000
DIABETES MELLITUS UNSPECIFIED	E14.9	PHP 1,200	PHP 2,800	PHP 4,000
DIABETES MELLITUS TYPE II	E11.9	PHP 1,200	PHP 2,800	PHP 4,000
DIABETIC GANGRENE/DIABETIC FOOT	E14.5	PHP 3,780	PHP 8,820	PHP 12,600
DM NEPHROPATHY	E14.2+NO8.3*	PHP 3,780	PHP 8,820	PHP 12,600
ELECTROLYTE IMBALANCE	E87.8	PHP 2,550	PHP 5,950	PHP 8,500
END STAGE RENAL DISEASE	N18.5	PHP 4,350	PHP 10,150	PHP 14,500
ENDOMETRIAL POLYP	N84.0	PHP 1,560	PHP 3,640	PHP 5,200
EROSIVE GASTRITIS W/ HEMORRHAGE	K29.0	PHP 3,840	PHP 8,960	PHP 12,800
ESSENTIAL HYPERTENSION	I10.9	PHP 2,700	PHP 6,300	PHP 9,000
FEBRILE CONVULSION	R56.0	PHP 2,100	PHP 4,900	PHP 7,000



GESTATIONAL DIABETES MELLITUS	O24.3	PHP 2,040	PHP 4,760	PHP 6,800
GESTATIONAL UTI	O23.4	PHP 1,200	PHP 2,800	PHP 4,000
HYPERBILIRIBINEMIA OF NB	P59.0	PHP 2,220	PHP 5,180	PHP 7,400
HYPEREMESIS GRAVIDARUM	O21.0	PHP 2,040	PHP 4,760	PHP 6,800
HYPERTENSION STAGE II	I10.1	PHP 2,700	PHP 6,300	PHP 9,000
HYPERTENSIVE CARDIOVASCULAR DISEASE	I11.9	PHP 2,700	PHP 6,300	PHP 9,000
HYPERTENSIVE CARDIOVASCULAR DISEASE W/ HEART FAILURE	I11.0	PHP 2,700	PHP 6,300	PHP 9,000
HYPOKALEMIA	E87.6	PHP 2,550	PHP 5,950	PHP 8,500
INTRAUTERINE FETAL DEATH (IUFD)	O36.4	PHP 2,040	PHP 4,760	PHP 6,800
LEPTOSPIROSIS	A27.9	PHP 3,300	PHP 7,700	PHP 11,000
LIVER CIRRHOSIS	K74.6	PHP 4,530	PHP 10,570	PHP 15,100
MER 3RD DEGREE	O70.3			
MER 4TH DEGREE	O70.3			
NEONATAL CANDIDIASIS	P37.5	PHP 3,810	PHP 8,890	PHP 12,700
NEONATAL JAUNDICE	P59.9	PHP 2,220	PHP 5,180	PHP 7,400
NEONATAL PNEUMONIA	P23.9	PHP 3,810	PHP 8,890	PHP 12,700
NEONATAL SEPSIS/BACTEREMIA OF NB	P36.9	PHP 3,510	PHP 8,190	PHP 11,700
NON INSTITUTIONAL DELIVERY	Z39.0	PHP 600	PHP 1,400	PHP 2,000



PARATHYROID FEVER	A01.4	PHP 3,000	PHP 7,000	PHP 10,000
PEPTIC ULCER W/ HEMORRHAGE	K27.4	PHP 3,840	PHP 8,960	PHP 12,800
PNEUMONIA HIGH RISK/PCAP-D	J18.93	PHP 9,600	PHP 22,400	PHP 32,000
PNEUMONIA MOD.RISK/PCAP-C	J18.92	PHP 4,500	PHP 10,500	PHP 15,000
POST MENOPAUSAL BLEEDING	N95.0	PHP 1,800	PHP 4,200	PHP 6,000
POST OPERATIVE INTESTINAL OBSTRUCTION	K91.3	PHP 3,910	PHP 7,210	PHP 11,120
PRE-ECLAMPSIA SEVERE	O14.1	PHP 2,040	PHP 4,760	PHP 6,800
PREMATURITY	P07.3	PHP 5,070	PHP 11,830	PHP 16,900
PREMATURITY SEVERE	P07.2	PHP 5,070	PHP 11,830	PHP 16,900
PRETERM LABOR W/O DELIVERY	O60.0	PHP 2,040	PHP 4,760	PHP 6,800
PULMONARY TB	A16.9	PHP 2,940	PHP 6,860	PHP 9,800
RESPIRATORY FAILURE	J96.9	PHP 9,600	PHP 22,400	PHP 32,000
RHEUMATIC HEART DISEASE	I09.9	PHP 4,710	PHP 10,990	PHP 15,700
SEIZURE DISORDER	R56.8	PHP 2,100	PHP 4,900	PHP 7,000
SEPSIS/SEPTICEMIA	A41.9	PHP 9,600	PHP 22,400	PHP 32,000
TRANSIENT ISCHEMIC ATTACK	G45.9	PHP 2,190	PHP 5,110	PHP 7,300
TYPHOID FEVER	A01.0	PHP 3,000	PHP 7,000	PHP 10,000
UPPER RESPIRATORY TRACT INFECTION	J06.9	PHP 1,200	PHP 2,800	PHP 4,000



URINARY TRACT INFECTION/UROSEPSIS	N39.0	PHP 2,250	PHP 5,250	PHP 7,500
WOUND DEHISCENCE	T81.3	PHP 3,090	PHP 7,210	PHP 10,300

<b>MOST COMMON PROCEDURES</b>	<b>RVS CODE</b>	<b>PROFESSIONAL FEE</b>	<b>HOSPITAL BILL</b>	<b>TOTAL</b>
APPENDECTOMY	44950	PHP 9,600	PHP 14,400	PHP 24,000
BKA	27888	PHP 12,600	PHP 10,700	PHP 23,300
CEASARIAN SECTION ELECTIVE	59514	PHP 7,600	PHP 11,400	PHP 19,000
CEASARIAN SECTION ELECTIVE WITH BTL	59514/58600	PHP 8,600	PHP 14,400	PHP 23,000
CEASARIAN SECTION PRIMARY/EMERGENCY WITH IUD	59513/58300	PHP 8,400	PHP 12,600	PHP 21,000
CEASARIAN SECTION W/ HYSTERECTOMY	59525	PHP 12,000	PHP 18,000	PHP 30,000
CEASARIAN SECTION, ELECTIVE WITH IUD	59514/58300	PHP 8,400	PHP 12,600	PHP 21,000
CEASARIAN SECTION, PRIMARY/EMERGENCY	59513	PHP 7,600	PHP 11,400	PHP 19,000
CEASARIAN SECTION, PRIMARY/EMERGENCY WITH BTL	59513/58600	PHP 8,600	PHP 14,400	PHP 23,000
CHEMOTHERAPHY	96408	PHP 1,680	PHP 5,600	PHP 7,280
CHOLECYSTECTOMY	47600	PHP 12,400	PHP 18,600	PHP 31,000
CHOLECYSTECTOMY LAPARASCOPIC	47562	PHP 12,400	PHP 18,600	PHP 31,000



COLONOSCOPY DIAGNOSTIC	44388	PHP 7,560	PHP 7,400	PHP 14,960
COMPLICATED NSD	59409	PHP 4,200	PHP 5,500	PHP 9,700
COMPLICATED NSD W/ BTL	59409/58600	PHP 5,200	PHP 8,500	PHP 13,700
COMPLICATED NSD W/ IUD	59409/58300	PHP 5,000	PHP 6,700	PHP 11,700
CTT Insertion	32020	PHP 5,320	PHP 2,660	PHP 7,980
DEBRIDEMENT (ALLOWED AS 2ND CASE RATE)	11000	PHP 5,040	PHP 5,500	PHP 10,540
DILATATION AND CURETTAGE	58120	PHP 4,400	PHP 6,600	PHP 11,000
ENDOMETRIAL SAMPLING	58100	PHP 4,400	PHP 6,600	PHP 11,000
ENDOSCOPY	43243	PHP 7,560	PHP 7,400	PHP 14,960
EXCISION BIOPSY OF BREAST INCISIONAL	19101	PHP 1,260	PHP 4,300	PHP 5,560
EXCISION OF BENIGN LESION	ANY SITE	PHP 840	PHP 2,800	PHP 3,640
EXCISION OF MALIGNANT LESION	ANY SITE	PHP 1,260	PHP 4,300	PHP 5,560
EXPLORATORY LAPAROTOMY	49000	PHP 12,600	PHP 10,700	PHP 23,300
EXTRACAPSULAR CATARACT EXTRACTION W/IOL INSERTION	66984	PHP 6,400	PHP 9,600	PHP 16,000
FISTULOTOMY, ANAL FISTULA	46270	PHP 6,720	PHP 5,400	PHP 12,120
HEMODIALYSIS (ALLOWED AS 2ND CASE)	90935/SESSION	PHP 350	PHP 2,250	PHP 2,600
HEMORRHOIDECTOMY BY	46221	PHP 6,720	PHP 5,400	PHP 12,120



SIMPLE LIGATURE				
HEMORRHOIDECTOMY, EXTERNAL COMPLETE	46250	PHP 6,720	PHP 5,400	PHP 12,120
HEMORRHOIDECTOMY, INTERNAL & EXTERNAL SIMPLE	46255	PHP 6,720	PHP 5,400	PHP 12,120
HERNIORAPHY/ HERNIOPLASTY	49505	PHP 8,400	PHP 12,600	PHP 21,000
INCISION AND DRAINAGE OF ABSCESS	10060	PHP 840	PHP 2,800	PHP 3,640
LOBECTOMY PARTIAL THYROID UNILATERAL	60210	PHP 12,400	PHP 18,600	PHP 31,000
LOBECTOMY TOTAL THYROID UNILATERAL	60220	PHP 12,400	PHP 18,600	PHP 31,000
MASTECTOMY MODIFIED RADICAL	19240	PHP 8,800	PHP 13,200	PHP 22,000
MASTECTOMY, SIMPLE	19180	PHP 8,800	PHP 13,200	PHP 22,000
MER 3RD	70.2			
MER 4TH	O70.3			
NEWBORN PACKAGE (ALLOWED AS 2ND CASE)	99460	PHP 500	PHP 2,450	PHP 2,950
NSD	NSD01	PHP 2,000	PHP 3,000	PHP 5,000
NSD W/ BTL	2e	PHP 3,000	PHP 6,000	PHP 9,000
NSD W/ IUD	NSDO1/58300	PHP 2,800	PHP 4,200	PHP 7,000
OOPHORECTOMY	58661	PHP 29,400	PHP 24,000	PHP 53,400
OPEN REDUCTION INTERNAL FIXATION (ORIF)				-





PARTIAL BREECH EXTRACTION	59411	PHP 6,720	PHP 5,400	PHP 12,120
PARTIAL BREECH EXTRACTION W/ BTL	59411/58600	PHP 7,720	PHP 8,400	PHP 16,120
PARTIAL BREECH EXTRACTION W/ IUD	59411/58300	PHP 7,520	PHP 6,600	PHP 14,120
REPAIR OF INGUINAL HERNIA	AGE CATEGORY	PHP 8,400	PHP 12,600	PHP 21,000
RESUSCITATION PACKAGE	P0000	PHP 1,200	PHP 2,800	PHP 4,000
SALPHINGECTOMY	58700	PHP 10,080	PHP 10,900	PHP 20,980
SALPHINGO-OOPHORECTOMY	58720	PHP 12,600	PHP 10,700	PHP 23,300
SALPINGECTOMY FOR TUBAL PREGNANCY	59120	PHP 15,120	PHP 12,000	PHP 27,120
THYROIDECTOMY	60240	PHP 12,400	PHP 18,600	PHP 31,000
TONSILLECTOMY	42825	PHP 8,400	PHP 9,600	PHP 18,000
TOTAL ABDOMINAL HYSTERECTOMY (TAH-BSO)	58150	PHP 12,000	PHP 18,000	PHP 30,000
TRANSURETHRAL RESECTION OF PROSTATE 1ST STAGE	52612	PHP 9,240	PHP 12,700	PHP 21,940
TRANSURETHRAL RESECTION OF PROSTATE 2ND STAGE	52614	PHP 9,240	PHP 12,700	PHP 21,940
VAGINAL DELIVERY AFTER CS W/ BTL	59612/58600	PHP 7,720	PHP 8,400	PHP 16,120
VAGINAL DELIVERY AFTER CS	59612	PHP 6,720	PHP 5,400	PHP 12,120



VAGINAL DELIVERY AFTER CS W/ IUD	59612/58300	PHP 7,520	PHP 6,600	PHP 14,120
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### 36. Availing the Services of Philhealth Section for Discharging of Patients

The Philhealth Section of Pasay City General Hospital (PCGH) ensures health benefits availment of all qualified patients as well as providing assistance and relevant information on all Philhealth related inquiries.

<b>Office or Division:</b>	PCGH			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Philhealth Benefit Eligibility Form (1 original) - Philhealth Benefit Eligibility Form (PBEF) - Information/details to be included in the PBEF		Philhealth Section, PCGH  Patient		
Duly accomplished Philhealth Claim Forms: PBEF, CSF, CF2, CF3 & CF4 (1 Original) - PBEF, CSF, CF2, CF3 & CF4 Forms - Information/details to be included in the Claim Forms		Philhealth Section, PCGH  Patient		
Membership Data Record (MDR) (1 original)		Philhealth Office		
Philhealth ID Card (1 original)		Philhealth Office		
Senior Citizen's ID Card (if applicable) (1 original)		Office for Senior Citizen Affairs		
4Ps ID Card (if applicable) (1 original)		Pasay City Social Welfare and Development		
Medical Record (1 photocopy)		Hospital where the patient is admitted, or, Health Information Management Section (HIMS), PCGH for discharged patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Philhealth Section of PCGH to verify	1. Verify eligibility for Philhealth Service.	None	10 Minutes	SHIRLEY O. CORROS <i>Administrative Assistant III</i>



Philhealth Service eligibility.	1.1 Issue PBEF and CF2 to the client.			<p><i>Officer-in-Charge</i> (Philhealth Section, PCGH)</p> <p>VIVIAN C. LEONARDO <i>Nursing Attendant I/ PHIC Staff</i> (PCGH)</p> <p>ROSEMARIE S. CASTAÑEDA <i>Administrative Assistant II</i> (PCGH)</p>
2. Submit duly accomplished Claim Forms together with all the requirements at the Philhealth Section of PCGH.	2. Acknowledge the submission and evaluate the completeness and veracity of Philhealth documents.	None	5 Minutes	SHIRLEY O. CORROS <i>Administrative Assistant III/ Officer-in-Charge</i> (Philhealth Section, PCGH)
	2.1 Give instructions to the PHIC member/ representative regarding the result of Philhealth Service application and coverage of hospital charges.	None	5 Minutes	SHIRLEY O. CORROS <i>Administrative Assistant III/ Officer-in-Charge</i> (Philhealth Section, PCGH)
	2.2 Advise the patient with the remaining balance, if applicable or instruct to go to the Medical Social Services for evaluation.	None	5 Minutes	VIVIAN C. LEONARDO <i>Nursing Attendant I/ In-Charge Staff</i> (Philhealth Section, PCGH)



	2.3 Instruct the Patient to go to the Cashier for the release of discharge slip.	None	5 Minutes	VIVIAN C. LEONARDO <i>Nursing Attendant I/ In-Charge Staff</i> (Philhealth Section, PCGH)
3. Go to the Cashier Section of the PCGH to secure discharge slip.	3. Issue Discharge slip to the patient.	None	3 Minutes	JAMES O. REAL <i>Watchman I/ Collecting Clerk</i> (Cashier Section, PCGH)
4. Sign the Philhealth receiving logbook at the City Treasurer's Office of Pasay City Hall upon receipt of complete documents relative to discharge.	4. Discharge the patient and compile supporting documents for file reference.	None	5 Minutes	VIVIAN C. LEONARDO <i>Nursing Attendant I/ In-Charge Staff</i> (Philhealth Section, PCGH)
<b>TOTAL:</b>		None	33 Minutes	

### 37. Availing the Services of the Emergency Room (ER) Department

The Emergency Room (ER) Department of Pasay City General Hospital (PCGH) provides emergency care, management and proper treatment of patients admitted in the hospital.

<b>Office or Division:</b>	Pasay City General Hospital, ER Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Emergency Room Blotter Form <ul style="list-style-type: none"> <li>- Emergency Room Blotter Form</li> <li>- Information/details to be included in the ER Blotter Form</li> </ul>		Emergency Room Triage, PCGH Patient/Immediate Family Member of the patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Emergency Room Information	1. Attend to the needs of the	None	10 Minutes	DAVID L. DELA CRUZ <i>Nurse I</i>



Counter of PCGH.	<p>patient:</p> <p>1.1 Triage, get the medical history and record the vital signs of the patient</p> <p>1.2 Refer the patient to the ER Consultation Room.</p>			(PCGH)
2. Wait to be transferred to the ER Consultation desk/room of the PCGH.	<p>2. Assess the condition of the patient:</p> <p>2.1 Conduct emergency management and diagnosis (refer to Ancillary Department of PCGH, if needed)</p>	None	20 Minutes	<i>Doctor/s on Duty</i> (PCGH)
3. Submit request forms and specimen to the Laboratory or Radiology Department of the PCGH.	<p>3. Validate request forms.</p> <p>3.1 Issue Order of Payment for the work-ups.</p>	None	1 Hour	MARICOR S. LISING <i>Medical Technologist II</i> (PCGH)
4. Proceed to the Cashier Section to pay required fees for work-ups.	4. Issue Official Receipt (OR) to the requesting party.	Please refer to the table of fees below.	4 Minutes	JAMES O. REAL <i>Watchman I/Collecting Clerk</i> (PCGH)



<p>5. Submit work-ups specimen to the ER Consultation desk/room of the PCGH.</p>	<p>5. Interpret medical exam results.</p> <p>5.1 Make a diagnosis.</p> <p>5.2 Prepare a plan of care/ coordination with ward doctor.</p> <p>5.3 Perform patient management/ treatment/ counseling.</p> <p>5.4 Implement decision making regarding admission and/or discharge.</p> <p>5.5 Prepare the admitting/ discharge order.</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Doctor/s on Duty (PCGH)</i></p>
<p><b>TOTAL:</b></p>		<p>(Please refer to the schedule of fees below.)</p>	<p>3 Hours and 30 Minutes</p>	

**SCHEDULE OF FEES**

**HEMATOLOGY**



<b>LABORATORY WORK UP</b>	<b>PRIVATE</b>	<b>CHARITY</b>
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding Time)	PHP 20	PHP 15
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbA1c	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

### **CLINICAL MICROSCOPY**

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

### **BLOOD CHEMISTRY**

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile (HDL/LDL/VLDL)	PHP 250	PHP 100
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70



LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (Cl)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

### BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

**MRI FEES** = PHP 2,000 (Subject for evaluation of the Social Worker)

## 38. Availing the Services of the Laboratory Department

The Laboratory of PCGH offers routine clinical laboratory services, Blood Chemistry tests and Blood Bank services.

<b>Office or Division:</b>	Laboratory Department, Pasay City General Hospital (PCGH)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly accomplished Laboratory Request Form - Laboratory Request Form		OPD; Emergency Room, PCGH; Ward per





- Information/details to be included in the Laboratory Request Form		department Attending Physician		
Senior Citizen's Identification Card (if applicable) (1 original)		OSCA		
PWD Identification Card (1 original)		PSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Physician's referral to the Laboratory Department of PCGH.	1. Accept/validate the request form.  1.1 Issue charge slip for payment.  1.2 Provide specimen bottle for urine/stool sample.  1.3 Classify patients as to their capacity to pay:  1.3.1 Indicate/ compute cost and discounts for Senior Citizens and/or Persons with Disability (PWD) on requested laboratory examinations.	None	10 Minutes	JUANITA I. LOPEZ <i>Laboratory Aide I</i> (PCGH)  MA. DAISY S. SANTIAGO <i>Social Welfare Officer I</i> (PCGH)
2. Proceed to the Cashier Section to pay required fees for laboratory examinations.	2. Issue Official Receipt (OR) to the requesting party.	Please refer to the table of fees below.	4 Minutes	MANUEL D. ABAD <i>Billing Clerk</i> (PCGH)  JAMES O. REAL <i>Watchman I/Collecting</i>



				<i>Clerk</i> (PCGH)
3. Present OR of payment at the Laboratory Section of PCGH.	3. Provide specimen bottles for urine/stool sample to the requesting party.	None	5 Minutes	EDERLITA G. SANTOS <i>Administrative Aide</i> <i>I/Laboratory Staff</i> (PCGH)
4. Submit laboratory specimen at the Laboratory Section of PCGH.	4. Analyze/validate the specimen submitted by the requesting party.	None	4 Hours (includes waiting time for the releasing of results)	VIVIEN J. SANTOS <i>Medical Technologist I</i> (PCGH)
5. Go back to the Laboratory Releasing Counter of PCGH for the result of laboratory examinations.	5. Issue official laboratory result to the requesting party.	None	5 Minutes	JUANITA I. LOPEZ <i>Laboratory Aide</i> <i>I/Laboratory Staff</i> (PCGH)  EDERLITA G. SANTOS <i>Administrative Aide</i> <i>I/Laboratory Staff</i> (PCGH)
<b>TOTAL:</b>		Please refer to the table of fees below.	4 Hours and 24 Minutes	

### SCHEDULE OF FEES

#### HEMATOLOGY

LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding)	PHP 20	PHP 15



Time)		
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbA1c	PHP 250	PHP 80
Protine (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

### CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

### BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile (HDL/LDL/VLDL)	PHP 250	PHP 100
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70

LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (Cl)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60



Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

### BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

## 39. Availing the Services of the Out-Patient Department (OPD)

The Out-Patient Department (OPD) of Pasay City General Hospital provides clinical care and management on the prevalent diseases, as well as specialized and sub-specialized forms of treatment and some minor procedures.

<b>Office or Division:</b>	Out-Patient Department, Pasay City General Hospital (OPD PCGH)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Patient Information Form (1 original) - Patient's Information Form - Information/details to be included in the Patient Information Form		OPD Counter, PCGH Patient		
Follow-up card (1 original)		OPD Counter, PCGH		
Work-up Results (as requested) (1 original)		Radiology or Laboratory Department of PCGH		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Proceed to the OPD (Central Waiting Area) of PCGH for pre-screening.</p>	<p>1. Conduct pre-screening of patient:</p> <p>1.1 Issue Patient's Information Form to be filled-out by the patient</p> <p>1.2 Issue OPD number to patient.</p>	<p>None</p>	<p>15 Minutes</p>	<p>RODEL H. ANGELES <i>Nurse I</i> (PCGH)</p>
<p>2. Present Out Patient Department (OPD) number at the assigned Registration Area of OPD, PCGH and get OPD card thereafter.</p>	<p>2. Assess the needs of the patient:</p> <p>2.1 Retrieve patient's record.</p> <p>2.2 Triage/get the vital signs of the patient (blood pressure, temperature etc.).</p> <p>2.3 Inform the patient about the schedule of consultation.</p>	<p>None</p>	<p>20 Minutes</p>	<p>MA. CRISTINA R. RAÑOSA <i>Nurse I</i> (PCGH)</p> <p>RODEL H. ANGELES <i>Nurse I</i> (PCGH)</p> <p>MARIA JUSTA A. DAVANTES <i>Midwife III</i> (PCGH)</p> <p>LEA T. TALAMILLO <i>Midwife III</i> (PCGH)</p>
<p>3. Present yourself for a check-up/ consultation at the room number of the assigned doctor at PCGH.</p>	<p>3. Conduct the consultation:</p> <p>3.1 Review medical record of the patient.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Physician on Duty/Department</i> (PCGH)</p>



	<p>3.2 State the diagnosis and treatment procedures to be undertaken by the patient.</p> <p>3.3 Refer the patient to the concerned Ancillary Department.</p>			
4. Proceed to the concerned Ancillary Department, PCGH for requested work-ups (if advised).	4. Issue order of payment to the requesting party.	(Please refer to the schedule of fees below.)	5 Minutes	MANUEL D. ABAD <i>Administrative Aide I/ Billing Clerk</i> (Billing Section, PCGH)
5. Go to the Cashier Section of the PCGH for the payment of fees.	5. Issue Official Receipt (OR) to the patient.	None	5 Minutes	JAMES O. REAL <i>Watchman I/ Collecting Clerk</i> (Cashier Section, PCGH)
6. Present OR to the Ancillary Department of PCGH.	<p>6. Attend to the needs of the patient;</p> <p>6.1 Inform the patient with the schedule of follow-up consultation, if necessary.</p>	None	30 Minutes	<i>Physician on Duty/Department</i> (PCGH)
	<b>TOTAL:</b>	(Please refer to the schedule of fees below.)	1 Hours and 45 Minutes	

### LABORATORY SCHEDULE OF FEES

#### HEMATOLOGY



<b>LABORATORY WORK UP</b>	<b>PRIVATE</b>	<b>CHARITY</b>
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding Time)	PHP 20	PHP 15
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbA1c	PHP 250	PHP 80
Protine (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

### **CLINICAL MICROSCOPY**

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

### **BLOOD CHEMISTRY**

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile (HDL/LDL/VLDL)	PHP 250	PHP 100
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70



<b>LABORATORY WORK UP</b>	<b>PRIVATE</b>	<b>CHARITY</b>
Potassium (K+)	PHP 150	PHP 70
Chloride (Cl)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

#### **BLOOD BANK SEROLOGY**

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

#### **RADIOLOGY SCHEDULE OF FEES**

<b>X-RAY &amp; OTHER RADIOLOGIC PROCEDURE</b>	<b>PRIVATE</b>	<b>CHARITY</b>
Skull Ap/Lat	PHP 80	PHP 80
Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
T M J	PHP 90	PHP 80





Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
KUB	PHP 110	PHP 75
Abdomen Supine & Upright	PHP 180	PHP 150
Thoracic Cage (T-Cage)	PHP 130	PHP 100
Lumbo-Sacral w/ both oblique	PHP 100	PHP 80
Pelvic Bone (Hips)	PHP 140	PHP 110
All Extremities	PHP 90	PHP 60

### SPECIAL PROCEDURE

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
I V P	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysteroqram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystologyraphy	PHP 300	PHP 150

### ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600
Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400
PROCEDURE	PASAY	NON-PASAY
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250



Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250
Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250

### CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500
Oropharyngeal CT	PHP 4,000
Facial CT with 3D Reformatting	PHP 4,500
Neck CT (Plain)	PHP 3,000
Neck CT (with Contrast)	PHP 5,000
CT of the Whole Abdomen (Plain)	PHP 6,000
CT of the Whole Abdomen (with Contrast)	PHP 7,500
CT of the Upper Abdomen (Plain)	PHP 3,500
CT of the Upper Abdomen (with Contrast)	PHP 5,000
CT of the Upper Abdomen (with Triple Contrast)	PHP 8,000
CT of the Lower Abdomen (Plain)	PHP 3,500
CT of the Lower Abdomen (with Contrast)	PHP 5,000
CT Stonogram	PHP 3,500
CT Urogram	PHP 7,000
CT Extremities	PHP 3,000
Thoracic/Chest	PHP 3,000
Spine	PHP 3,500
Pelvis	PHP 3,500

NOTE:



*Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.*

### CT-SCAN CONSUMABLES CHARGES (AS NEEDED)

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80
Foley Catheter	PHP 56
Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

### MAMMOGRAPHY SECTION

<b>Pasay Resident</b>	PHP 600
Breakdown:	
Hospital Charge	PHP 500
Reading Fee for Doctor	PHP 100

<b>Non-Pasay Resident</b>	PHP 1,000
Breakdown:	
Hospital Charge	PHP 800
Reading Fee for Doctor	PHP 200

## 40. Availing the Services of the Radiology Department

The Radiology of PCGH offers routine X-ray, Ultrasound, Mammogram, Computed Tomography Scan (CT Scan) and Magnetic Resonance Imaging (MRI) services.

<b>Office or Division:</b>	Radiology Department	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Duly accomplished Laboratory Request Form - Laboratory Request Form	OPD; Emergency Room, PCGH; Ward per department



- Information/details to be included in the Laboratory Request Form		Attending Physician		
Senior Citizen's Identification Card (if applicable) (1 original)		OSCA		
PWD Identification Card (1 original)		PSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Physician's referral to the Radiology Department.	1. Accept/validate request form.  1.1 Issue charge slip for payment:  1.1.1 Indicate/ compute cost of the requested radiology examinations.  1.1.2 Compute discounts for Senior Citizen/ Person w/ Disability (PWD).	None	4 Minutes	ANNALIZA A. REYMONTE <i>Medical Equipment Technician I</i> (PCGH)  MANUEL D. ABAD <i>Billing Clerk</i> (PCGH)
2. Proceed to Medical Social Service Section for Classification.	2. Classify patients as to their capacity to pay.	None	5 Minutes	MARVIN M. SALINAS <i>Social Welfare Officer I</i> (PCGH)
3. Proceed to the Cashier Section for the payment of fees.	3. Issue Official Receipt (OR) of payment to the requesting party	Please refer to the table of fees below.	5 Minutes	JAMES O. REAL <i>Watchman I /Collecting Clerk</i> (PCGH)
4. Present OR to Radiology Receptionist.	4. Validate Official Receipt.  4.1 Prepare patient for the procedure	None	10 Minutes	GLENN P. TABUZO <i>Radiologic Technologist III</i> (PCGH)



	needed and give medical instructions.			
5. Secure Official Radiology Result to the Releasing Counter.	5. Issue Radiology Result to the patient.	None	3 Days	JUNNIE B. NUÑEZ <i>Radiologic Technologist II</i> (PCGH)
<b>TOTAL:</b>		Please refer to the table of fees below.	3 Days and 24 Minutes	

**SCHEDULE OF FEES**

<b>X-RAY &amp; OTHER RADIOLOGIC PROCEDURE</b>	<b>PRIVATE</b>	<b>CHARITY</b>
Skull Ap/Lat	PHP 80	PHP 80
Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
T M J	PHP 90	PHP 80
<b>X-RAY &amp; OTHER RADIOLOGIC PROCEDURE</b>	<b>PRIVATE</b>	<b>CHARITY</b>
Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
KUB	PHP 110	PHP 75
Abdomen Supine & Uprite	PHP 180	PHP 150
Thoracic Cage (T-Cage)	PHP 130	PHP 100
Lumbo-Sacral w/ both oblique	PHP 100	PHP 80
Pelvic Bone (Hips)	PHP 140	PHP 110
All Extremities	PHP 90	PHP 60



## SPECIAL PROCEDURE

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
I V P	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysterogram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystology	PHP 300	PHP 150

## ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600
Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250
Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250
Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250



## CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500
Oropharyngeal CT	PHP 4,000
Facial CT with 3D Reformatting	PHP 4,500
Neck CT (Plain)	PHP 3,000
Neck CT (with Contrast)	PHP 5,000
CT of the Whole Abdomen (Plain)	PHP 6,000
CT of the Whole Abdomen (with Contrast)	PHP 7,500
CT of the Upper Abdomen (Plain)	PHP 3,500
CT of the Upper Abdomen (with Contrast)	PHP 5,000
CT of the Upper Abdomen (with Triple Contrast)	PHP 8,000
CT of the Lower Abdomen (Plain)	PHP 3,500
CT of the Lower Abdomen (with Contrast)	PHP 5,000
CT Stonogram	PHP 3,500
CT Urogram	PHP 7,000
CT Extremities	PHP 3,000
Thoracic/Chest	PHP 3,000
Spine	PHP 3,500
Pelvis	PHP 3,500

### NOTE:

*Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.*

## CT-SCAN CONSUMABLES CHARGES (AS NEEDED)

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80
Foley Catheter	PHP 56



Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

### MAMMOGRAPHY SECTION

<b>Pasay Resident</b>	PHP 600
Breakdown:	
Hospital Charge	PHP 500
Reading Fee for Doctor	PHP 100

<b>Non-Pasay Resident</b>	PHP 1,000
Breakdown:	
Hospital Charge	PHP 800
Reading Fee for Doctor	PHP 200

## 41. Availing the Use of Basketball/Volleyball Court

The Derham Park and Sports Complex supervises the usage of Basketball Court.

<b>Office or Division:</b>	Derham Park and Sports Complex (DPSC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with the assigned staff at the DPSC to secure schedule on the use of basketball/ volleyball court.	1. Set schedule on the use of basketball/ volleyball court.  1.1. Issue order of payment to the client.	None	5 Minutes	MARITESS A. TALAY <i>Administrative Aide I</i> (DPSC)
2. Present the order of payment to the assigned cashier at the DPSC.	2. Determine the appropriate fee to be paid by	<b>Without Lights</b> PHP 750	5 Minutes	<i>Cashier</i> (City Treasurer's Office)





2.1 Pay the necessary fee to the assigned Cashier at the DPSC.	the client. 2.1 Issue an Official Receipt (OR) to the client.	<b>With Lights</b> PHP 1,000		
<b>TOTAL:</b>		<b>Without Lights</b> PHP 750  <b>With Lights</b> PHP 1,000	10 Minutes	

## 42. Availing the Use of Cuneta Astrodome for Events

Cuneta Astrodome offers its facilities for events organized by both private and public entities for the following activities whether for free or with charge:

- Sports Activities and Religious Events
- Corporate Events, Conventions and Private Occasions
- Concerts, Musical Play and Variety Shows

<b>Office or Division:</b>	Cuneta Astrodome			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G- Government to Government, G2B – Government to Business			
<b>Who may avail:</b>	Event Organizer from public and private entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original)		Event Organizer from a public or private entities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter to the City Mayor's Office indicating the details of the event.	1. Endorse the request letter to Cuneta Astrodome to check the availability of the venue.	None	25 Minutes	<i>Administrative Aide</i> (City Mayor's Office)
	1.1 Tentatively book the	None	20 Minutes	AURELIO P. VENDIVEL JR.



	requested schedule/s and make an initial discussion of its status and rates.			<i>City Government Assistant Department Head II (Cuneta Astrodome)</i>
2. Wait for the feedback about the status of request from the Cuneta Astrodome.	2. Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees.	None	10 Minutes  (1 day – waiting time prior approval of the request)	GARRY P. REYALA <i>Construction and Maintenance Man, (Cuneta Astrodome)</i>
3. Proceed to Cuneta Astrodome for the payment of necessary fees.	3. Conduct final assessment of the fees to be paid by the client.	None	20 Minutes	AURELIO P. VENDIVEL JR. <i>City Government Assistant Department Head II (Cuneta Astrodome)</i>
	3.1 Issue order of payment to the client.	None	15 Minutes	CHARLOTTE GLIZZEL B. SANTOS <i>Administrative Aide I (Cuneta Astrodome)</i>
4. Present the Order of Payment and Pay the necessary fee to the assigned Cashier at the Cuneta Astrodome.	4. Issue an Official Receipt (OR) to the client.	<b>Sports events and religious celebration</b> PHP 80,000  <b>Corporate events, convention and private occasions</b>	15 Minutes	<i>Cashier (City Treasurer's Office)</i>



		PHP 100,000  <b>Concert, musicale and variety shows (8 hours max)</b> PHP 150,000  <b>Refundable surety bond</b> PHP 20,000  <b>Additional charge for excess of two (2) hours</b> PHP 15,000		
	<b>TOTAL:</b>	<b>Sports events and religious celebration</b> PHP 80,000  <b>Corporate events, convention and private occasions</b> PHP 100,000  <b>Concert, musicale and variety shows (8 hours max)</b> PHP 150,000  <b>Refundable surety bond</b> PHP 20,000  <b>Additional charge for excess of two (2) hours</b> PHP 15,000	<b>TOTAL:</b> 1 Day, 1 Hour and 35 Minutes	



### 43. Availing the Use of Fitness Gym

The Derham Park and Sports Complex supervises the usage of Fitness Gym.

<b>Office or Division:</b>	Derham Park and Sports Complex (DPSC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Government Issued Identification Card (1 original)		DFA, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>Senior Citizen</b>				
Senior Citizen Identification Card (1 original)		OSCA		
Medical Certificate stating that the client is still physically fit to perform gym activities (1 photocopy)		DOH Accredited Physicians		
<b>Students (18 above only)</b>				
School ID Card (1 original)		School		
<b>Members</b>				
Membership Card (1 original)		Derham Park and Sports Complex		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present your Identification Card to the assigned personnel of the DPSC.  1.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.	1. Determine the appropriate fee based on the presented Identification Card.  1.1 Issue Official Receipt (OR) to the client.	<b>For Pasay Residents</b>  Adult: PHP 30  Senior Citizen: PHP 25  <b>For Non-Pasay Residents</b>  Adult: PHP 40  Member: PHP 25	10 Minutes	Cashier (CTO)



		Senior Citizen: PHP 25		
<b>TOTAL:</b>		<b>For Pasay Residents</b>  Adult: PHP 30  Senior Citizen: PHP 25  <b>For Non-Pasay Residents</b>  Adult: PHP 40  Member: PHP 25  Senior Citizen: PHP 25	10 Minutes	

#### 44. Availing the Use of Main Court for Events

The Derham Park and Sports Complex supervises the usage of the Main Court for various events.

<b>Office or Division:</b>	Derham Park and Sports Complex (DPSC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter of	1. Check the availability of	None	10 Minutes	MARITESS A. TALAY



<p>request to the DPSC indicating the details of the event.</p>	<p>the Main Court and block the specific date for the Event.</p> <p>1.1 Issue an Order of payment to the client.</p>			<p><i>Administrative Aide I, (DPSC)</i></p>
<p>2. Pay the Necessary Fee to the Cashier at DPSC.</p> <p>2.1 Present Order of Payment to the personnel of DPSC.</p>	<p>2. Issue an Official Receipt (OR) to the client.</p>	<p><b>Use of Venue</b> PHP 8,000 per 6 Hours</p> <p><b>Additional Time</b> PHP 1,000 per Hour</p> <p><b>Re-Connection fee of Sound System</b> PHP 2,000</p> <p><b>Use of In-house Sound System</b> PHP 4,500</p> <p><b>Use of Matting and Linoleum</b> PHP 500</p> <p><b>Rental of Monoblock Chair</b> PHP 10 per piece</p> <p><b>Use of Air-cooler</b> PHP 250 per Hour</p>	<p>5 Minutes</p>	<p><i>Cashier (CTO)</i></p>



		<b>Stall Rental</b> PHP 350 per booth		
	<b>TOTAL:</b>	<b>Use of Venue</b> PHP 8,000 per 6 Hours  <b>Additional Time</b> PHP1,000 per Hour  <b>Re-Connection fee of Sound System</b> PHP 2,000  <b>Use of In-house Sound System</b> PHP4,500  <b>Use of Matting and Linoleum</b> PHP 500  <b>Rental of Monoblock Chair</b> PHP10 per piece  <b>Use of Air-cooler</b> PHP 250 per Hour  <b>Stall Rental</b> PHP 350 per booth	15 Minutes	



## 45. Availing the Use of Swimming Pool

The Derham Park and Sports Complex supervises the usage of Swimming pool.

<b>Office or Division:</b>	Derham Park and Sports Complex (DPSC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Government Issued Identification Card (1 original)		DFA, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>For Students</b>				
School Identification Card (1 original)		School		
<b>For Senior Citizen</b>				
Senior Citizen I.D. Card (1 original)		OSCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present your Identification Card to the assigned personnel of the DSPC.  1.1 Pay the necessary fee to the Cashier at Sports Complex.	1. Determine the appropriate fee based on the Identification Card.  1.1 Issue an Official Receipt (OR) to the client.	<b>For Pasay Residents</b>  Adult: PHP 40  Children: PHP 25  Senior Citizen: PHP 32  <b>For Non-Pasay Residents</b>  Adult: PHP 50  Children: PHP 35  Senior Citizen: PHP 32	5 Minutes	Cashier (CTO)
<b>TOTAL:</b>		<b>For Pasay Residents</b>  Adult: PHP 40	5 Minutes	





	Children: PHP 25  Senior Citizen: PHP 32  <b>For Non-Pasay Residents</b>  Adult: PHP 50  Children: PHP 35  Senior Citizen: PHP 32		
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#### 46. Balik Probinsya Program

This program of the Pasay Social Welfare and Development Department offers transportation assistance to those individuals and families who opted to go back to their respective provinces for good.

*For Pasay City Residents:*

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Person/families in crisis situation, indigent individuals/families, poor/marginalized and disadvantaged individuals	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Barangay Certificate/Indigency (1 photocopy)	Barangay/Place of residency	
Endorsement or referral from Barangay or National Agency (1 photocopy)	Barangay/Place of residency or DSWD	
Government issued Identification Card (1 photocopy, 1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development	



		Mutual Fund (Pag- IBIG), Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PSWDD Unit Office with jurisdiction over your place of residence and register in the client's logbook.	1. Assist the client in the registration.	None	1 Minute	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO</p>



				<p><i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
2. Submit requirements to the Unit-in-Charge thereat.	2. Check and verify the completeness of submitted requirements.	None	5 Minutes	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L.</p>



				<p>AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</i></p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge (San Jose Unit Office)</i></p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge (Malibay Unit Office)</i></p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge (Maricaban Unit Office)</i></p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)</i></p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge (San Rafael Unit Office)</i></p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i></p>
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				(CAA I Unit Office) CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)
3. Present yourself for an intake interview and assessment at the PSWDD Unit Office.	3. Conduct the intake interview and assessment with the client.	None	10 Minutes	ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)  JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)  CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)  ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 2 Unit)  JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)  GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)  SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)



				<p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
<p>4. Expect a home visit from a Social Worker/Unit-in-Charge of PSWDD.</p>	<p>4. Conduct home visit at the residence of the client.</p> <p>4.1. Prepare the social case study report.</p>	None	1 Day	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p>



				<p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</i></p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge (San Jose Unit Office)</i></p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge (Malibay Unit Office)</i></p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge (Maricaban Unit Office)</i></p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)</i></p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge (San Rafael Unit Office)</i></p> <p>KAREN J. RECARRO</p>
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				<p><i>Social Welfare Officer I/In-Charge (CAA 1 Unit Office)</i></p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge (San Roque Unit Office)</i></p>
<p>5. Wait for the PSWDD to process your request for cash assistance.</p>	<p>5. Coordinate with the bus companies and ticketing offices.</p> <p>5.1 Submit necessary documents to PSWDD Head for signature and approval.</p> <p>5.2 Facilitate the purchasing of transportation ticket.</p> <p>5.3 Inform the client to proceed to PSWDD to claim the assistance.</p>	<p>None</p>	<p>3 Hours</p>	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge (Kalayaan Unit Office)</i></p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge (San Isidro Unit)</i></p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge (CAA 2 Unit Office)</i></p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</i></p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge (San Jose Unit Office)</i></p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i></p>





				<p>(Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
6. Sign in the cash voucher at the PSWDD to claim the purchased ticket.	6. Issue the purchased transportation ticket to the client.	None	5 Minutes	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare</i></p>



				<p><i>Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare</i> <i>Officer I/In-Charge</i> (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON <i>Social Welfare</i> <i>Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare</i> <i>Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare</i> <i>Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare</i> <i>Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare</i> <i>Officer I/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare</i> <i>Officer I/In-Charge</i> (San Rafael Unit Office)</p>
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				<p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
7. Proceed to the transportation terminal.	7. Accompany the client to the transportation terminal.	None	1 Hour	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA</p>



				<p><i>Social Welfare Officer I/In-Charge (Malibay Unit Office)</i></p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge (Maricaban Unit Office)</i></p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)</i></p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge (San Rafael Unit Office)</i></p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge (CAA I Unit Office)</i></p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge (San Roque Unit Office)</i></p>
	<b>TOTAL:</b>	None	1 Day, 4 Hours, and 21 Minutes	

*For Non-Pasay City Residents (Walk-in Clients):*

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Person/families in crisis situation, indigent individuals/families, poor/marginalized and disadvantaged individuals



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police blotter (for victims of pick pockets, illegal recruitment trafficking, etc) (1 photocopy)		Police Station precinct or PNP operating unit which has jurisdiction over the area of incident		
Government issued Identification Card (1 photocopy, 1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client's logbook at the receiving section of PSWDD.	1. Assist the client in the registration.	None	1 Minute	SAYORI M. RAMOS <i>Day Care Worker I</i> (PSWDD)  JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)  PHILIP N. TABAY <i>Social Welfare Aide</i> (PSWDD)
2. Submit requirements to the Crisis Intervention Unit (CIU) Worker at the PSWDD.	2. Check and verify the submitted requirements.	None	5 Minutes	SAYORI M. RAMOS <i>Day Care Worker I</i> (PSWDD)  JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)  PHILIP N. TABAY <i>Social Welfare Aide</i> (PSWDD)
3. Present yourself for an intake interview and assessment at the PSWDD.	3. Conduct the intake interview and assessment with the client.	None	10 Minutes	SAYORI M. RAMOS <i>Day Care Worker I</i> (PSWDD)  JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)



				<p>PHILIP N. TABAY <i>Social Welfare Aide</i> (PSWDD)</p>
<p>4. Wait for the PSWDD to process your request.</p>	<p>4. Coordinate with the bus companies and ticketing offices.</p> <p>4.1 Submit necessary documents to PSWDD Head for signature and approval.</p> <p>4.2 Facilitate the purchasing of transportation ticket.</p>	<p>None</p>	<p>3 Hours</p>	<p>AGUSTIN M. PRESENTACION <i>Social Welfare Officer I</i> (PSWDD)</p> <p>DAN WYSINWYG OLAN G. BRENCHES <i>Social Welfare Officer I</i> (PSWDD)</p> <p>DANIELLA LOUISE L. DARAN <i>Social Welfare Officer I</i> (PSWDD)</p>
<p>5. Sign in the cash voucher at the PSWDD to claim the purchased ticket.</p>	<p>5. Issue the purchased transportation ticket to the client.</p>	<p>None</p>	<p>5 Minutes</p>	<p>AGUSTIN M. PRESENTACION <i>Social Welfare Officer I</i> (PSWDD)</p> <p>DAN WYSINWYG OLAN G. BRENCHES <i>Social Welfare Officer I</i> (PSWDD)</p> <p>DANIELLA LOUISE L. DARAN <i>Social Welfare Officer I</i></p>



				(PSWDD)
6. Proceed to the transportation terminal.	6. Accompany the client to the transportation terminal for documentation of the proceedings.	None	1 Hour	AGUSTIN M. PRESENTACION <i>Social Welfare Officer I</i> (PSWDD)  DAN WYSINWYG OLAN G. BRENCHES <i>Social Welfare Officer I</i> (PSWDD)  DANIELLA LOUISE L. DARAN <i>Social Welfare Officer I</i> (PSWDD)
	<b>TOTAL:</b>	None	4 Hours and 21 Minutes	

#### 47. Barangay Financial Assistance

All Pasay Barangay Officials, Tanod, Lupon and SK Chairperson may apply for Financial Assistance at Pasay City Barangay Bureau.

<b>Office or Division:</b>	Pasay City Barangay Bureau (PCBB)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	All Barangay Officials/Tanod/Lupon/SK Chairperson	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Resolution (1 original)		
- For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer)		DILG
- For Barangay Tanod		Barangay Hall
- For Barangay Lupon		Barangay Hall
- SK Chairperson		Barangay Hall
Minutes of the Meeting (1 original)		
- For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer)		DILG
- For Barangay Tanod		Barangay Hall



- For Barangay Lupon - SK Chairperson	Barangay Hall Barangay Hall
Oath of Office (1 original) - For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer) - For Barangay Lupon - For Barangay Tanod - SK Chairperson	DILG  Barangay Hall Barangay Hall Barangay Hall
Appointment (1 photocopy) - For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer) - For Barangay Tanod (1 original) - For Barangay Lupon - SK Chairperson	DILG  Barangay Hall Barangay Hall Barangay Hall
Personal Data Sheet (1 original)	PCBB
2x2 Picture (2 pcs original)	From any Photo Shop/Centre
Government Issued Identification Card (1 original, photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
<b>Representative</b>	
Authorization letter (1 original)	Person Represented (Barangay Official)
Government Issued Identification Card of the person represented (1 original, 1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Government Issued Identification Card of the Representative (1 original, 1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Resolution (1 original) - For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer) - For Barangay Tanod - For Barangay Lupon - SK Chairperson	DILG  Barangay Hall Barangay Hall Barangay Hall
Minutes of the Meeting (1 original) - For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer) - For Barangay Tanod - For Barangay Lupon - SK Chairperson	DILG  Barangay Hall Barangay Hall Barangay Hall
Oath of Office (1 original)	





<ul style="list-style-type: none"> <li>- For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer)</li> <li>- For Barangay Lupon</li> <li>- For Barangay Tanod</li> <li>- SK Chairperson</li> </ul>		DILG		
		Barangay Hall		
		Barangay Hall		
		Barangay Hall		
Appointment (1 photocopy)		DILG		
<ul style="list-style-type: none"> <li>- For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer)</li> <li>- For Barangay Tanod (1 original)</li> <li>- For Barangay Lupon</li> <li>- SK Chairperson</li> </ul>		Barangay Hall		
		Barangay Hall		
		Barangay Hall		
Personal Data Sheet (1 original)		PCBB		
2x2 Picture (2 pcs original)		From any Photo Shop/Centre		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the assigned of the PCBB.	1. Evaluate the veracity of submitted requirements; after which, include the name of applicant for the payroll.  1.1 Advise the client on the date of release of financial assistance.	None	15 Minutes	MARLEY V. ACERDIN <i>Administrative Aide I (PCBB)</i>  GERLIE R. SOBREMONTTE <i>Administrative Aide I (PCBB)</i>  JAMES P. BALATAYO <i>Community Affairs Assistant II/Supervisor for Financial Assistance (PCBB)</i>
<b>TOTAL:</b>		None	15 Minutes	

#### 48. Barangay Official Certification for Application of Appropriate CSC Eligibility

Securing Barangay Official Certification from Pasay City Barangay Bureau for application of appropriate CSC eligibility.

<b>Office or Division:</b>	Pasay City Barangay Bureau (PCBB)
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<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Barangay Officials	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Government Issued Identification Card (1 original, photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC	
Barangay ID Card (1 photocopy)	Barangay Hall	
Barangay Certificate from Barangay Chairperson (1 original)	Barangay Hall	
Oath of Office (1 photocopy)		
- For Barangay Chairpersons, SK Chairpersons	Department of Interior and Local Government (DILG)	
- For Barangay Treasurers, SK Treasurers	Barangay Hall	
<b>Representative</b>		
Authorization letter (1 original)	Person Represented (Barangay Official)	
Government Issued Identification Card of the person represented (1 original, 1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC	
Government Issued Identification Card of the Representative (1 original, 1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC	
Barangay ID Card (1 photocopy)	Barangay Hall	
Barangay Certificate from Barangay Chairperson (1 original)	Barangay Hall	
Oath of Office (1 photocopy)		
- For Barangay Chairpersons, SK Chairpersons	DILG	
- For Barangay Treasurers, SK Treasurers	Barangay Hall	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the assigned personnel of the PCBB.	1. Check the veracity of submitted requirements and the availability of requested record.	None	25 Minutes	GARIZALDY B. CRUZ <i>Administrative Aide I</i> (PCBB)
	1.1 Prepare the requested document.			MARVIN CAY M. DE MESA <i>Community Affairs Officer I</i> (PCBB)
	1.2 Sign the requested document.		5 Minutes	ENRIQUE S. PASCUAL III <i>Community Affairs Officer IV/Officer-in-Charge</i> (PCBB)
2. Claim the requested document from the assigned personnel of the PCBB.	2. Release the Certification to the client.	None	5 Minutes	RHODA B. CHING <i>Administrative Aide I</i> (PCBB)
<b>TOTAL:</b>		None	35 Minutes	

## 49. Building Permit Application

Any person/juridical entity should secure building permit and its ancillary permits from the City Engineer's Office/Office of the Building Official prior to construction, renovation, repair, demolition, and maintenance.

**Complex Transaction** – Application for building permit in which floor area shall not exceed 1,500 square meters: **[1]** single dwelling residential buildings of not more than three (3) floors/storeys; **[2]** commercial buildings of not more than two (2) floors/storeys; **[3]** renovation within a mall with issued building permit; and **[4]** warehouse storing non-hazardous substance.



<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	Any person/juridical entity intending to construct structure/building	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Duly filled-out and notarized Unified Application Form for Building Permit:		
<ul style="list-style-type: none"> <li>- Unified Application Form</li> <li>- Details to be indicated in the form</li> <li>- Notarization</li> </ul>		CEO/OBO Document Owner Notary Public
Proof of right over the lot/property where the structure will be constructed		
<ul style="list-style-type: none"> <li>a. Land Title (if owned) (4 certified true copies)</li> <li>b. Lease of Contract (if not owned) (4 certified true copies)</li> <li>c. Signed Apostille Certificate/Document from the country of origin (if foreigner) (1 photocopy and 1 original)</li> </ul>		Registry of Deeds  Lessor  Department of Foreign Affairs or country of origin
Real Property Tax Receipt (1 original and 3 photocopies)		City Treasurer's Office (CTO)
Real Property Tax Declaration (4 photocopies)		City Assessor's Office (CAssrO)
Location Plan (1 original and 3 photocopies)		Any Licensed Geodetic Engineer
For new construction: Written consent (1 original)		Affected neighborhood within the vicinity (left, right, front and back)
Certificate of Verification Survey (1 original and 3 photocopies)		Any Licensed Geodetic Engineer
Tax Clearance for Building Permit (1 original and 3 photocopies)		CTO
Photos of project site (4 views)		Photo shop/centre
Building and Design Plans (1 original and 4 blue print copies):		
<ul style="list-style-type: none"> <li>- Architectural</li> <li>- Civil/Structural</li> <li>- Electrical/Electronic</li> </ul>		Any Licensed Professional/s: Architect Civil Engineer Electrical Engineer



- Mechanical - Sanitary/Plumbing - Geodetic/Survey	Mechanical Engineer Sanitary Engineer Geodetic Engineer
Professional license of all involved professionals (1 photocopy containing 2 specimen signatures)	Professional Regulation Commission (PRC)
Professional tax receipt of all involved professionals (1 photocopy containing 2 specimen signatures)	City Treasurer's Office where the licensed professional practices profession
Bill of materials/cost estimate and material specifications (5 original)	Any Licensed Professional/s (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above (5 original)	Any Licensed Civil/Structural Engineer
Boring/Soil Test for two-storey with deck and above (5 original)	Any Licensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with Official Receipt (1 original)	Department of Labor and Employment (DOLE)
<b>Representative:</b>	
Duly filled-out and notarized Unified Application Form for Building Permit: - Unified Application Form - Details to be indicated in the form	CEO/OBO Document Owner
Authorization letter (1 original)	Person represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID card of the person represented (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Proof of right over the lot/property where the structure will be constructed a. Land Title (if owned) (4 certified true copies) b. Lease of Contract (if not owned) (4 certified true copies) c. Signed Apostille Certificate/ Document from the Country of origin (if foreigner) (1 photocopy and present original)	Registry of Deeds  Lessor  Department of Foreign Affairs or country of origin



Real Property Tax Receipt (1 original and 3 photocopies)	CTO
Real Property Tax Declaration (4 photocopies)	CAssrO
Location Plan (1 original and 3 photocopies)	Any Licensed Geodetic Engineer
For new construction: Written consent (1 original)	Affected neighborhood within the vicinity (left, right, front and back)
Certificate of Verification Survey (1 original and 3 photocopies)	Any Licensed Geodetic Engineer
Tax Clearance for Building Permit (1 original and 3 photocopies)	CTO
Photos of project site (4 views)	Photo Shop/Centre
Building and Design Plans (1 original and 4 blue print copies): - Architectural - Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey	Any Licensed Professional/s: Architect Civil Engineer Electrical Engineer Mechanical Engineer Sanitary Engineer Geodetic Engineer
Professional license of all involved professionals (1 photocopy containing 2 specimen signatures)	Professional Regulation Commission (PRC)
Professional Tax receipt of all involved professionals (1 photocopy containing 2 specimen signatures)	City Treasurer's Office where the licensed professional practice profession
Bill of materials/cost estimate and material specifications (5 original)	Any Licensed Professional (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above (5 original)	Any Licensed Civil/Structural Engineer
Boring/Soil Test for two-storey with deck and above (5 original)	Any Licensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with Official Receipt (1 original)	Department of Labor and Employment (DOLE)



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished and notarized Unified Application Form for Building Permit together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Acknowledge receipt of the application form together with the complete requirements.	None	30 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (CEO/OBO)
	1.1 Encode application in the system.			or
	1.2 Issue claim stub for client's application reference.			ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)
	1.3 Process Fire Safety Evaluation Clearance (FSEC) and Locational Clearance (LC).	None	4 Days (waiting time prior to issuance of FSEC and LC)	<i>OFFICERS OF THE DAY,</i> City Planning and Development Office and Local Bureau of Fire Protection (OSSCPA)
	1.4 Evaluate plans and documents using the Compliance Evaluation Sheet.	None	1 Day	ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)
1.5 Assess fees to be paid if			ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i>	



	<p>plan is compliant; otherwise, return for correction.</p> <p>1.6 Conduct field inspection to verify entries in the submitted documents.</p> <p>1.7 Process the application.</p>	None	1 Day	<p>(OSSCPAS, CEO/OBO)</p> <p>ENGR. CRISANTO M. MARTINEZ <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. SALVADOR T. VILLARIN III <i>Engineer IV,</i> (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. ERWIN G. MAGTUBA <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. MARVIN A. MONSALE <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. NEREUS ALDRIN C. SANTIAGO <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. JERSON</p>
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	1.8 Notify the client within seven days to secure Order of Payment.	None	5 Minutes	<p>VINCENT T. TECSON <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. RHANDY L. FARRE <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)</p> <p>Or</p> <p>ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p>
2. Upon receipt of notification, return to Window 2, Room 311, OSSCPAS, CEO/OBO to secure Order of Payment for the processing of Building Permit application.	2. Issue Order of Payment to the client.	None	5 Minutes	<p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>Or</p> <p>ROBERTO D. BERDIN <i>Administrative Assistant I</i> (OSSCPAS, CEO/OBO)</p>
3. Proceed to Window 3, Room 311, OSSCPAS,	3. Issue official receipt (OR) to the client.	Please see table below re: schedule	5 Minutes	CASHIER (OSSCPA)



CEO/OBO, and pay the fees due.		of fees.		
4. Proceed to Window 4, Room 311, OSSCPAS, CEO/OBO to present OR, and claim building permit.	4. Verify OR, and release the building permit.	None	5 Minutes	MA. LUZ T. NAZARREA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)  or  MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		*BF + EF + EcF + P/SF + MF + LGF + PF + CF = TF	6 Days and 50 Minutes	

**\*Legend:**

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee) + P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF (Total Fees)

<b><u>SCHEDULE OF FEES</u></b>	
<b>1. BF (Building Fee)</b>	
For Residential Buildings: Floor Area x PHP 8.40/square meter For Commercial and Industrial Buildings: BF = A x Rate A = Total floor area for Commercial and Industrial Buildings	
Floor Area for Commercial and Industrial Buildings	Rate
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter



Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

## 2. EF (Electrical Fee)

$$EF = (KVA \times Rate) + \text{Filing Fee}$$

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate ( PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

## 3. EcF (Electronic Fee)

$$EcF = \text{Rate} \times \text{Item/s Electronic Load}$$

## 4. PS/F (Plumbing/Sanitary Fees)

$$PS/F = A, \text{ or } A + B$$

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7



Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

## 5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning System	Up to 100 tons PHP 90 Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit
Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for commercial /industrial use	PHP 60/kw
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit excluding the pump
Generator–diesel/gasoline/steam/hydro/ nuclear or solar generating units	
Up to 50 kw	PHP 25/kw



Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine (forklift, loader, mixers, compressors trucks per kw)	
Up to 50 kw	PHP 10/unit
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kw	PHP 3/unit

#### 6. LGF (Line and Grade Fees)

Case #1:  $LGF = A + C$

A = Frontage of Lot up to 10 meters

PHP 24

C = Other sides total length

PHP 1.20/m

Case #2:  $LG = A + B + C$

A = Frontage of Lot up to 10 meters

PHP 24

B = Every meter or fraction in excess of 10 meters

PHP 2.40/m

C = Other sides total length

PHP 1.20/m

#### 7. PF (Paving Fee)

$PF = D \times PHP\ 2/\text{square meter}$

D = Area of yard and open spaces of the building

#### 8. CF (Computerization Fee) = PHP 20

**Highly Technical Transaction** – Application for building permit involving construction, renovation, repair, demolition and maintenance of residential, commercial, industrial and institutional buildings with the following categories:

- Four (4)-storey and above residential building
- Three (3)-storey and above commercial & institutional buildings
- Commercial and industrial buildings with more than 1,500 square meter
- Ground Preparation Permit



- Annual Building Inspection Permit

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	Any person/juridical entity intending to construct structure/building	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Duly filled-out and notarized Unified Application Form for Building Permit:		
<ul style="list-style-type: none"> <li>- Unified Application Form</li> <li>- Details of the form</li> </ul>		CEO/OBO Applicant
Any valid government ID Card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Proof of right over the lot/property where the structure will be constructed		
<ul style="list-style-type: none"> <li>a. Land Title (if owned) (4 certified true copies)</li> <li>b. Lease of Contract (if not owned) (4 certified true copies)</li> <li>c. Signed Apostille Certificate/ Document from the Country of origin (if foreigner) (1 photocopy and present original)</li> </ul>		Registry of Deeds  Lessor  Department of Foreign Affairs or country of origin
Real Property Tax Receipt (1 original, 3 photocopies)		City Treasurer's Office (CTO)
Real Property Tax Declaration (4 photocopies)		City Assessor's Office (CAssrO)
Location Plan (1 original, 3 photocopies)		Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original, 3 photocopies)		Hired Licensed Geodetic Engineer
Tax Clearance for Building Permit (1 original, 3 photocopies)		CTO
Photos of project site (4 views)		Photo Shop/Centre
Building and Design Plans		



(1 original, 4 blue print copies): - Architectural - Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey	Any Licensed Professional/s: Architect Civil Engineer Electrical Engineer Mechanical Engineer Sanitary Engineer Geodetic Engineer
Professional license of all involved professionals (1 photocopy containing 2 specimen signatures)	Professional Regulation Commission (PRC)
Professional Tax Receipt of all involved professionals (1 photocopy containing 2 specimen signatures)	City Treasurer's Office where the licensed professional practice profession
Bill of materials/cost estimate and material specifications (5 original)	Hired Licensed Professional (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above (5 original)	Hired Licensed Civil/Structural Engineer
Boring/Soil Test for two-storey with deck and above (5 original)	Any Licensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with Official Receipt (1 original)	Department of Labor and Employment (DOLE)
Approved Locational Clearance with Official Receipt (1 original)	City Planning & Development Office (CPDO)
Fire Safety Inspection Clearance with Official Receipt (1 original)	Bureau of Fire Protection (BFP)
Height Clearance for buildings/structures exceeding 45 meters (1 original, 1 photocopy)	Air Transportation Office, Department of Transportation (ATO, DOT)
Tourism Clearance for tourist-oriented projects (1 original, 1 photocopy)	Philippine Tourism Authority (PTA)
Compliance Clearance/Certificate for education buildings (1 original, 1 photocopy)	Department of Education/Commission on Higher Education (DEP-Ed/CHED)



Construction Clearance (1 original, 1 photocopy)	Energy Regulatory Commission (ERC)
Discharge Permit (1 original, 1 photocopy)	Laguna Lake Development Authority
Environmental Impact Statement for environmental and marine impact related projects like communication towers, hospitals, airports, manufacturing factories, etc. (1 original, 1 photocopy)	DEP-Ed/CHED
For new construction: Written consent (1 original)	Affected neighborhood within the vicinity (left, right, front and back)
<b>Representative:</b>	
Duly filled-out and notarized Unified Application Form for Building Permit: - Unified Application Form - Details of the Form	CEO/OBO Person Represented (Applicant)
Authorization letter (1 original)	Person Represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID Card of the Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any government ID card of the person represented (Applicant) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Proof of right over the lot/property where the structure will be constructed a. Land Title (if owned) (4 certified true copies) b. Lease of Contract (if not owned) (4 certified true copies) c. Signed Apostille Certificate/ Document from the Country of origin (if foreigner) (1 photocopy and present original)	Registry of Deeds  Lessor  Department of Foreign Affairs or country of origin
Real Property Tax Receipt (1 original, 3 photocopies)	CTO
Real Property Tax Declaration (4 photocopies)	CAssrO
Location Plan (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Tax Clearance for Building Permit	CTO





(1 original, 3 photocopies)	
Photos of Project Site (4 views, 1 original)	Photo Shop/Center
Building and Design Plans (1 original and 4 blue print copies): - Architectural - Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey	Any Licensed Professional/s: Architect Civil Engineer Electrical Engineer Mechanical Engineer Sanitary Engineer Geodetic Engineer
Professional License of all involved Professionals (1 photocopy containing 2 specimen signatures)	PRC
Professional Tax Receipt of all involved Professionals (1 photocopy containing 2 specimen signatures)	City Treasurer's Office where the licensed professional practice profession
Bill of materials/cost estimate and material specifications (5 original)	Any Licensed Professional (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above (5 original)	Any Licensed Civil/Structural Engineer
Boring/Soil Test for two-storey with deck and above (5 original)	Any Licensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with Official Receipt (1 original)	DOLE
Height Clearance for buildings/structures exceeding 45 meters (1 original, 1 photocopy)	ATO, DOT
Tourism Clearance for tourist-oriented projects (1 original, 1 photocopy)	PTA
Compliance Clearance/Certificate for education buildings (1 original, 1 photocopy)	DEP-Ed/CHED
Construction Clearance (1 original, 1 photocopy)	ERC



Discharge Permit (1 original, 1 photocopy)		Laguna Lake Development Authority		
Environmental Impact Statement for environmental and marine impact related projects like communication towers, hospitals, airports, manufacturing factories, etc. (1 original, 1 photocopy)		DEP-Ed/CHED		
For new construction: Written consent (1 original)		Affected neighborhood within the vicinity (left, right, front and back)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and notarized Unified Application Form for Building Permit together with complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Acknowledge receipt of application form together with the complete requirements.	None	1 Hour	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)
	1.1 Encode the application in the system.			or
	1.2 Issue claim stub for client's application reference.			ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)
	1.3 Process Fire Safety Evaluation Clearance (FSEC) and Locational Clearance (LC).	None	7 Days (waiting time prior to issuance of FSEC and LC)	<i>OFFICERS OF THE DAY</i> CPDO and Local BFP (OSSCPA)
	1.4 Evaluate	None	5 Days	ENGR. JOHARI G. RANGIRIS



	<p>plans and documents using the Compliance Evaluation Sheet.</p> <p>1.5 Assess fees to be paid if plan is compliant, otherwise, return for correction.</p> <p>1.6 Conduct field inspection to verify entries in the submitted documents.</p> <p>1.8 Process application.</p>	<p>None</p> <p>None</p>	<p>5 Days</p> <p>2 Hours</p>	<p>OIC-City Engineer/Building Official, (CEO/OBO)</p> <p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III</i>, (OSSCPAS, CEO/OBO)</p> <p>ENGR. CRISANTO M. MARTINEZ <i>Engineer II</i>, (OSSCPAS, CEO/OBO)</p> <p>ENGR. SALVADOR T. VILLARIN III <i>Engineer IV</i>, (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II</i>, (OSSCPAS, CEO/OBO)</p> <p>ENGR. ERWIN G. MAGTUBA <i>Engineer III</i>, (OSSCPAS, CEO/OBO)</p> <p>ENGR. MARVIN A. MONSALE <i>Engineer I</i>,</p>
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				<p>(OSSCPAS, CEO/OBO)</p> <p>ENGR. NEREUS ALDRIN C. SANTIAGO <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. JERSON VINCENT T. TECSON <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. RHANDY L. FARRE <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p>
	1.9 Notify the client within seven days to secure Order of Payment.	None	15 Minutes	



<p>2. Upon receipt of notification, return to Window 2, Room 311, OSSCPAS, CEO/OBO to secure Order of Payment for the processing of building permit application.</p>	<p>2. Issue Order of Payment to the client.</p>	<p>None</p>	<p>15 Minutes</p>	<p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>ROBERTO D. BERDIN <i>Administrative Assistant I</i> (OSSCPAS, CEO/OBO)</p>
<p>3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.</p>	<p>3. Issue Official Receipt (OR) to the client.</p>	<p>Please see table below re: schedule of fees.</p>	<p>5 Minutes</p>	<p><i>CASHIER</i> (OSSCPA)</p>
<p>4. Proceed to Window 4, Room 311, OSSCPAS, CEO/OBO to present OR, and claim the building permit.</p>	<p>4. Verify OR, and release the building permit.</p>	<p>None</p>	<p>15 Minutes</p>	<p>MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)</p> <p>MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)</p>
<p><b>TOTAL:</b></p>		<p>*BF + EF + EcF + PS/F + MF + LG + PF + CF = TF</p>	<p>17 Days, 3 Hours and 50 Minutes</p>	



**\*Legend:**

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee), P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF

**SCHEDULE OF FEES**

**1. BF (Building Fee)**

For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: BF = A x Rate

A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and Industrial Buildings	Rate
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

**2. EF (Electrical Fee)**

EF = (KVA x Rate) + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate ( PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA



### 3. EcF (Electronic Fee)

$EcF = \text{Rate} \times \text{Item/s Electronic Load}$

### 4. PS/F (Plumbing/Sanitary Fees)

$PS/F = A, \text{ or } A + B$

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

### 5. MF (Mechanical Fee)

$MF = \text{Mechanical Load} \times \text{Rate}$

Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning System	Up to 100 tons PHP 90 Fraction thereof PHP 40



Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers Up to 7.5 Kw Above 7.5 kw to 22 kw Above 22 kw to 37 kw Above 37 kw to 52 kw Above 52 kw to 67 kw Above 67 kw to 74 kw	PHP 500/unit PHP 700/unit PHP 900/unit PHP 1,200/unit PHP 1,400/unit PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for commercial /industrial use	PHP 60/kw
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit excluding the pump
Generator–diesel/gasoline/steam/hydro/ nuclear or solar generating units Up to 50 kw Above 50 up to 100 kw Every kw above 100 kw	PHP 25/kw PHP 20/kw PHP 3/kw
Compressed Air for Commercial, Industrial and Institutional Use, per unit Gas meter per unit	PHP 20/unit PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine (forklift, loader, mixers, compressors trucks per kw) Up to 50 kw Above 50 up to 100 kw Every fraction above 100 kw	PHP 10/unit PHP 12/unit PHP 3/unit

## 6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters

PHP 24





C = Other sides total length	PHP 1.20/m
Case #2: LG = A + B + C	
A = Frontage of Lot up to 10 meters	PHP 24
B = Every meter or fraction in excess of 10 m	PHP 2.40/m
C = Other sides total length	PHP 1.20/m
<b>7. PF (Paving Fee)</b>	
PF = D x PHP 2.00/sq. m.	
D = Area of yard and open spaces of the building	
<b>8. CF (Computerization Fee) = PHP 20</b>	

## 50. Burial and Medical Assistance

The Burial and Medical Assistance is part of the Pasay Social Welfare and Development Department's protective services for the poor, marginalized, vulnerable and disadvantaged individuals. It is designed to provide immediate assistance and intervention to families and individuals in crisis situation/s.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Person/families in crisis situation, indigent individuals/families, poor/marginalized and disadvantaged individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Burial Assistance:</b>			
Duly registered death certificate (1 certified true copy, 1 original)		Local Civil Registry Office (LCRO), Philippine Statistics Authority (PSA)	
Funeral contract (1 photocopy, 1 original)		Funeral Parlor servicing the deceased	
Barangay certificate/indigency of the client indicating his/her relationship with the deceased (1 original)		Barangay/Place of residency	
Government issued Identification Card (1 photocopy, 1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), Land Transportation Office (LTO)	
<b>For Medical Assistance:</b>			
Hospital Bill (1 photocopy)		DOH Accredited Hospital	
Medical Abstract (1 photocopy)		DOH Accredited Hospital	



Doctor's Prescription (for medicines) (1 photocopy)		Licensed Physician		
Barangay Certificate/Indigency of the client (1 original)		Barangay/Place of Residency		
Government issued Identification Card (1 photocopy, 1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the client's logbook at the receiving section of PSWDD.	1. Assist the client in the registration.	None	1 Minute	SAYORI M. RAMOS <i>Day Care Worker I</i> (PSWDD)  JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)  PHILIP N. TABAY <i>Social Welfare Aide</i> (PSWDD)
2. Submit the requirements to the Crisis Intervention Unit Worker at the PSWDD.	2. Check and verify the completeness of submitted requirements.	None	10 Minutes	SAYORI M. RAMOS <i>Day Care Worker I</i> (PSWDD)  JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)
2.1 Present yourself for an intake interview and assessment thereat and wait for the release of cash assistance.	2.1 Conduct the intake interview and assessment with the client.		15 Minutes	JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)  PHILIP N. TABAY <i>Social Welfare Aide</i> (PSWDD)
	2.2. Prepare Certificate of Eligibility and cash voucher to be signed by the Head of PSWDD.		5 Minutes	



3. Claim the cash assistance once released, upon signing the cash voucher at the PSWDD.	3. Issue/release the cash to the client.	None	3 Minutes	AGUSTIN M. PRESENTACION <i>Social Welfare Officer I (PSWDD)</i>  DAN WYSINWYG OLAN G. BRENCHES <i>Social Welfare Officer I (PSWDD)</i>  DANIELLA LOUISE L. DARAN <i>Social Welfare Officer I (PSWDD)</i>
	<b>TOTAL:</b>	None	34 Minutes	

## 51. Burial Assistance

The Office of the City Vice Mayor provides burial assistance to the bereaved family of deceased Pasayeño.

<b>Office or Division:</b>	Office of the City Vice Mayor (OCVM)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Family of deceased Pasayeño	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Letter Request (1 original)	Immediate Family Member of the deceased	
Valid Government-issued ID Card (1 original)	DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth	
Valid Government-issued ID Card of deceased Pasayeño (1 original)	DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth	
Barangay Clearance/Certificate (1 original)	Barangay Hall where the family of the bereaved resides	
Death Certificate (1 photocopy)	Hospital where the patient was previously admitted	
<b>Representative:</b>		
Authorization letter (1 original)	Person Represented (Immediate Family Member of the deceased)	



Valid Government-issued ID Card of the Person Represented (Immediate Family Member of the deceased) (1 original, 1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Valid Government-issued ID Card of the Representative) (1 original, 1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Letter Request (1 original)		Immediate Family Member of the deceased		
Valid Government-issued ID Card of deceased Pasayeño (1 original)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Barangay Clearance/Certificate (1 original)		Barangay Hall where the family of the bereaved resides		
Death Certificate (1 photocopy)		Hospital where the patient was previously admitted		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of requirements to the Burial Assistance Section of the OCVM.	1. Acknowledge submission, and review/verify completeness of requirements;  1.1 Inform the client with the release schedule of burial assistance	None	7 Minutes	ROMEO T. BERNARDINO <i>Private Secretary II</i> (OCVM)
2. Claim the Burial Assistance from the Burial Assistance Section of the OCVM on the scheduled date.	2. Release Burial Assistance to the client, and keep supporting documents for file reference.	None	3 Minutes	DAISY D. AVENDAÑO <i>Community Affairs Officer I</i> (OCVM)
<b>TOTAL</b>		None	10 Minutes	



## 52. Cancellation of Property Records

Real Property/s Owner who would like to reassess or cancel assessments on their property records request/s this service from the City Assessor's Office.

<b>Office or Division:</b>	City Assessor's Office (CAssrO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Property Owner/s		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
Government Issued Identification Card (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU	
Letter request for Cancellation (1 original copy)		Property Owner	
Updated payment of Real Property Tax (1 photocopy)		City Treasurer's Office	
Barangay Certification of Property status (1 original copy)		Barangay Office	
Company Certification – for machineries, if removed or transfer (1 original copy)		Company Head Office	
Fire Incident Report ( <i>if property has been razed by fire</i> ) (1 photocopy)		Fire Department	
<b>Representative</b>			
Authorization letter/Special Power of Attorney (1 original copy)		Person Represented (Property Owner)	
Government Issued Identification Card of the person being represented (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID	
Government Issued Identification Card of the Representative (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID	
Letter request for Cancellation (1 original copy)		Person Represented (Property Owner)	
Updated payment of Real Property Tax (1 photocopy)		City Treasurer's Office	
Barangay Certification of Property status (1 original copy)		Barangay Office	
Company Certification – for machineries, if removed or transfer (1 original copy)		Company Head Office	



Fire Incident Report ( <i>if property has been razed by fire</i> ) (1 photocopy)		Fire Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documentary requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	1. Check and record submitted documents; and endorse it to the Deputy-in-Charge for assessment.	None	10 Minutes	GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)  MA. INES A. ROBIN <i>Administrative Aide II</i> (CAssrO)  JEMALYN A. LABACO <i>Administrative Assistant V</i> (CAssrO)
	1.1 Schedule the site inspection.	None	10 Minutes	<i>Deputy-in-Charge of the area/s where the property is located</i> (CAssrO)



<p>2. Attend the Property Site Inspection based on the agreed time and date thereof.</p>	<p>2. Inspect the site and prepare the Investigation and Cancellation Reports.</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Deputy-in-Charge of the area/s where the property is located (CAssrO)</i></p> <p>ALADDIN LAUREANO M. GALGAO <i>Local Assessment Operations Officer IV (CAssrO)</i></p> <p>ENGR. FERNANDO M. FANDIÑO <i>CGDH II/City Assessor II (CAssrO)</i></p>
	<p>2.2 Prepare and process the Report of Cancellation.</p>	<p>None</p>	<p>30 Minutes</p>	<p>LUBBY A. TANCHING <i>Administrative Aide II (CAssrO)</i></p> <p>GENALYN C. DELA CRUZ <i>Administrative Officer IV (CAssrO)</i></p> <p>ENGR. FERNANDO M. FANDIÑO <i>CGDH II/City Assessor II (CAssrO)</i></p>
<p>3. Claim the copy of Report of Cancellation from the assigned personnel of the City Assessor's Office- Administrative &amp; Assessment Records Management Division.</p>	<p>3. Release the Report of Cancellation to the client.</p>	<p>None</p>	<p>5 Minutes</p>	<p>ROVELYN D. AGUILAR <i>Administrative Aide IV (CAssrO)</i></p> <p>GENALYN C. DELA CRUZ <i>Administrative Officer IV (CAssrO)</i></p>



<b>TOTAL:</b>	None	2 Hours & 55 Minutes	
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### 53. Certification of Barangay Official Records

Securing Certification/Certified true copy of records from Pasay City Barangay Bureau.

<b>Office or Division:</b>	Pasay City Barangay Bureau (PCBB)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Government Issued Identification Card (1original, photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC		
Barangay ID Card (1 photocopy)		Barangay Hall		
Oath of Office (1 photocopy) - For Barangay Chairpersons, SK Chairpersons - For Barangay Treasurers, SK Treasurers		Department of Interior and Local Government (DILG) Barangay Hall		
<b>Representative</b>				
Authorization letter (1 original)		Person Represented (Barangay Official)		
Government Issued Identification Card of the person represented (1original, photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC		
Government Issued Identification Card of the Representative (1original, 1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC		
Barangay ID Card (1 photocopy)		Barangay Hall		
Oath of Office (1 photocopy) - For Barangay Chairpersons, SK Chairpersons - For Barangay Treasurers, SK Treasurers		DILG Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to the assigned personnel of the PCBB.	1. Check the veracity of submitted requirements and the availability of requested record.  1.1 Prepare the	None	15 Minutes	IMELDA Q. GOROSPE <i>Community Affairs Assistant II</i> (PCBB)  MONLANEE D.





	requested document.  1.2 Sign the requested document.	None	5 Minutes	ESCRIBE <i>Administrative Aide I</i> (PCBB)  ENRIQUE S. PASCUAL III <i>Community Affairs Officer IV/Officer-in-Charge</i> (PCBB)
2. Claim the requested document from the assigned personnel of the PCBB.	2. Release the certified true copy or other requested document/s to the client.	None	5 Minutes	RHODA B. CHING <i>Administrative Aide I</i> (PCBB)
<b>TOTAL:</b>		None	25 Minutes	

#### 54. **Certifications of Identification Card (Cancellation, Certification of No Record, and Certification of Registered Senior Citizen of Pasay City)**

Senior Citizens of Pasay City who would like to secure various certifications with regard to the cancellation, registration, and proof of no record may avail the Certification of Identification Card at the Office of the Senior Citizen's Affairs (OSCA).

<b>Office or Division:</b>	Office of the Senior Citizen's Affairs (OSCA)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Senior Citizens (60 years old & above)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Duly Accomplished Certification Form (1 original): - Application Form - Details/information to be indicated in the application form	OSCA Senior Citizen/Client
OSCA Identification Card (1 original)	Senior Citizen/Client
Affidavit of Loss (for lost cards) (1 original)	Notary Public
<b>Representative</b>	
Authorization Letter (1 original)	Person being represented (Senior Citizen)



Duly Accomplished Certification Form (1 original): - Application Form - Details/information to be indicated in the application form		OSCA Senior Citizen/Client		
Affidavit of Loss (for lost cards) (1 original)		Notary Public		
Proof of the present condition of OSCA Identification Card (video or picture, if applicable) (1 original)		Senior Citizen/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certification Form at the transaction window of OSCA	1. Accept, acknowledge receipt, and evaluate all submitted requirements of the client.	None	3 Minutes	MARILYN M. PENAZO <i>Officer-in-Charge</i> (OSCA)  ARMINA V. SAN DIEGO <i>Administrative Aide II</i> (OSCA)
2. Wait for the processing of Certification.	2. Prepare and print the Certification requested by the client.	None	2 Minutes	MARILYN M. PENAZO <i>Officer-in-Charge</i> (OSCA)  ARMINA V. SAN DIEGO <i>Administrative Aide II</i> (OSCA)
3. Claim the Certification at the transaction window of the OSCA.	3. Release the Certification to the client and require them to sign the logbook provided.	None	1 Minute	MARILYN M. PENAZO <i>Officer-in-Charge</i> (OSCA)  ARMINA V. SAN DIEGO <i>Administrative Aide II</i> (OSCA)
<b>Total:</b>		None	6 Minutes	

## 55. Circulation Services

Accessing and borrowing various reading materials from the Pasay City Public Library

<b>Office or Division:</b>	Pasay City Public Library (PCPL)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification (ID) Card (1 original)		Document Owner (Researcher/Client)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the information desk of PCPL and fill out the "Library User's Log Sheet", then deposit personal belongings, if any, to the assigned clerk.	1. Ask for the client's research topic and provide brief orientation of how the library materials are organized.	None	2 Minutes	DIANE V. TORRES <i>Administrative Aide I</i> (PCPL)  JACQUELINE V. VILLASPER <i>Administrative Aide II</i> (PCPL)
2. Refer to the Online Public Access Catalog (OPAC) to search for needed reading material; copy the title, author, and call number of the material you wanted to borrow; or if you are not familiar with the OPAC, ask help directly from the librarian of PCPL.	2. Assist the borrower in searching the needed information relative to the use of OPAC; and locate the needed reading material she/he wants to borrow.	None	5 Minutes	DARWIN V. SAN DIEGO <i>Administrative Officer II</i> (PCPL)  FRANCRIS N. OPANO <i>Administrative Aide I</i> (PCPL)
3. Secure copies of the reading materials from the Librarian of the PCPL.  3.1 If Researcher decided to have copies of electronic	3. Provide copies of reading materials to the borrower.  3.1 Check the information provided by borrower's	None	2 Minutes	DARWIN V. SAN DIEGO <i>Administrative Aide IV</i> (PCPL)



<p>materials (e.g. e-books, e-journal articles), accomplished the "Borrower's logbook for e-resources" from the Librarian.</p> <p>3.2 If Researcher decided to photocopy a book, accomplished the "Borrower's logbook" and leave 1 valid ID card to the assigned clerk of the PCPL.</p>	<p>logbook in e-resources and send the requested materials thru researcher's email.</p> <p>3.2 Check the information provided in the borrower's logbook and release the requested reading materials for photocopy.</p>			
<p>4 Return the borrowed reading material to the assigned clerk of the PCPL.</p> <p>4.1 Proceed to the assigned Clerk to return the borrowed material for proper clearance and to claim your ID card.</p> <p>4.2 If any, claim your personal belongings from the assigned clerk near the</p>	<p>4. Secure the borrowed material.</p> <p>4.1 Check the borrowed material and indicate the appropriate remarks in the logbook, then release the ID card.</p> <p>4.2 Release personal belongings of the borrower.</p>	None	1 Minute	<p>DIANE V. TORRES <i>Administrative Aide I</i> (PCPL)</p> <p>JACQUELINE V. VILLASPER <i>Administrative Aide II</i> (PCPL)</p>



entrance of the library.				
<b>TOTAL:</b>		None	10 Minutes	

## 56. Coastal Bay and *Estero* Clean-up Operation Services

The Pasay City Environment and Natural Resources Office receives request for special coastal and *estero* clean-up of Barangays and private establishments.

<b>Office or Division:</b>	Pasay City Environment and Natural Resources Office (PCENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2C-Government to Citizen			
<b>Who may avail:</b>	Barangays and Private sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original)		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PCENRO and submit letter request for coastal and <i>estero</i> clean-up operation.	1. Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA <i>Administrative Assistant II,</i> (PCENRO)
2. Wait for the confirmation of clean-up request at PCENRO.	2. Send monitoring personnel to check the status of <i>estero</i> and coastal areas.	None	20 Minutes	ALDWIN M. ROMASANTA <i>Administrative Assistant IV,</i> (PCENRO)  CRISTY P. MANUEL <i>Administrative Assistant II</i> (PCENRO)  ERWIN D. ABAD <i>Administrative Aide VI,</i> (PCENRO)
3. Secure the scheduled date of clean-up operations	3. Arrange and issue the approved schedule of clean-up	None	5 Minutes	ALDWIN M. ROMASANTA <i>Administrative Assistant IV,</i> (PCENRO)



from PCENRO.	operations.			CRISTY P. MANUEL <i>Administrative Assistant II,</i> (PCENRO)  ERWIN D. ABAD <i>Administrative Aide VI,</i> (PCENRO)
<b>TOTAL:</b>		None	27 Minutes	

### 57. Complaints relayed through the Official Pasay City Public Information Office Facebook Account

Any client concerns or complaints within the jurisdiction of Pasay can be relayed to the Public Information Office thru its Official Facebook Account.

<b>Office or Division:</b>	Public Information Office (PIO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send your complaint or client concern thru messenger to the Official PIO Facebook Account.	1. Print Screenshot/s of the particular complaint or concern, and refer it to the concerned department for proper action.	None	5 Minutes	ARIEL T. GATCHALIAN <i>Assistant Information Officer</i> (PIO)
	1.1 Get report from concerned department/ office regarding action/s taken on the referred	None	1 Day	ARIEL T. GATCHALIAN <i>Assistant Information Officer</i> (PIO)



	complaint/ concern, and inform the client about it.			
2. Acknowledge receipt of report from concerned department/office re: action taken on the referred complaint/ concern, forwarded by the PIO.	2. Ask if the caller has any other concerns.  2.1 If there are no more concerns, thank the caller.	None	5 Minutes	ARIEL T. GATCHALIAN <i>Assistant Information Officer (PIO)</i>
<b>TOTAL:</b>		None	1 Day and 10 Minutes	

## 58. Computer Services

Computers are available at the Pasay City Public Library for typing, editing, and other word processing task.

<b>Office or Division:</b>	Pasay City Public Library (PCPL)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification (ID) Card (1 Original)		Document Owner (Researcher / Client)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Deposit personal belongings, if any, near the entrance of the library then proceed to the Information desk of PCPL to accomplish the logbook intended for computer services, and leave 1 valid ID	1. Designate what computer the Client would use and inform him/her of the time limit thereof (60 minutes).	None	2 Minutes	FRANCRIS N. OPANO <i>Administrative Aide I (PCPL)</i>



card.				
2. Inform the PCPL Staff, once you have finished using the computer.	2. Check the computer then release the client's ID card, and indicate the appropriate remarks in the logbook.	None	2 Minutes	FRANCRIS N. OPANO <i>Administrative Aide I (PCPL)</i>
2.1 Claim your Personal belongings from the assigned Staff near the entrance of the library.	2.1 Release personal belongings of the borrower.			
<b>TOTAL:</b>		None	4 Minutes	

### 59. Conduct of Cooperative Pre-Membership Seminar (PMES)/Cooperative Orientation Seminar/Bayanihan Banking Program (BBP) Technology Transfer and Livelihood Skills Training

The service is designed to provide direct technical assistance to groups either community or institutional based that intends to form cooperatives as their socio-economic enterprise. The City Cooperative Office provides cooperative orientation / education, coaches or regulatory requirements, facilitates group formation (self-help group), and/or assists in the initial operation through installation of the savings program. The program can also be used for membership expansion of existing cooperatives through concern for the community /social responsibility.

<b>Office or Division:</b>	<b>Office of the City Cooperative Officer (a.k.a. Pasay Cooperative Development Office – Pasay CDO)</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Cooperative Organizations, associations, community households organization in Pasay	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter of Request (with preferred date, time and venue) (1 original copy)		Cooperative organization/association/organization





List of at least 15 members for PMES/ cooperative orientation to attend the meeting/orientation (1 original copy)		Cooperative organization		
Certificate of Pre-Registration Seminar (1 photocopy)		Cooperative Development Authority – Manila Extension Office		
List of at least 20 to 30 members for BBP/ livelihood skills training (1 original copy)		Association/organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request for training/seminar/ orientation with complete requirements at receiving section of the PCDO.	1. Check the date and time of the requested activity and confirm if schedule has no conflict.	None	5 Minutes	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I (PCDO)</i>  JOSELYN L. CARASIG <i>Cooperative Development Specialist II (PCDO)</i>  JOHN N. NADUA <i>Community Affairs Officer III (PCDO)</i>  JODI CAROL C. VIADO <i>Cooperative Development Specialist I (PCDO)</i>
2. Wait for the processing of the Reply slip at the designated waiting area of the PCDO.	2. Prepare and sign Reply Slip.	None	5 Minutes	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I (PCDO)</i>  JOSELYN L. CARASIG <i>Cooperative Development Specialist II (PCDO)</i>  JOHN N. NADUA



				<i>Community Affairs Officer III (PCDO)</i>  <b>JODI CAROL C. VIADO</b> <i>Cooperative Development Specialist I (PCDO)</i>
3. Claim Reply slip from the receiving area of the PCDO.	3. Release Reply slip to the client.	None	5 Minutes	<b>ROWENA T. BUENAVENTURA,</b> <i>City Cooperative Officer I (PCDO)</i>  <b>JOSELYN L. CARASIG</b> <i>Cooperative Development Specialist II (PCDO)</i>  <b>JOHN N. NADUA</b> <i>Community Affairs Officer III (PCDO)</i>  <b>JODI CAROL C. VIADO</b> <i>Cooperative Development Specialist I (PCDO)</i>
<b>TOTAL:</b>		None	15 Minutes	

## 60. Confiscated Plate Numbers and/or Driver's License Due to Failed Emission Test

The Pasay Traffic and Parking Management Office-Anti-Smoke Belching Unit (ASBU) was created under City Ordinance No. 3106, s. 2004 and eventually the City Council of Pasay enacted the City Ordinance No. 6008, s. 2019 also known as the "Pasay City Anti-Smoke Belching Regulation." It was established for the control and prevention of air pollution, as embodied under RA 8794, also known as the "Philippines Clean Air Act of 1999" since it is the vital role of the local government units to share the management and maintenance of air quality with standard, in accordance with the



said Act. This covers all motor vehicles operating within the territorial jurisdiction of City of Pasay, as defined and enumerated under relevant provisions of the Philippine Clean Air Act.

<b>Office or Division:</b>	<b>Pasay Traffic and Parking Management Office (PTPMO)</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen	
<b>Who may avail:</b>	Apprehended Motorists	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Any Government ID Card (1 original, 1 photocopy)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO), National ID	
Ordinance Violation Receipt (OVR) (1 original)	PTPMO	
Emission Test result (1 original)	Any Accredited Emission Test Center of the Land of Transportation Office (LTO)	
<b>For Lost Ordinance Violation Receipt (OVR):</b>		
Any Government ID Card (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID	
Duly Notarized Affidavit of Loss (1 original) - Affidavit of Loss - Notarization	Apprehended Motorist Notary Public	
Emission Test Result (1 original)	Any Accredited Emission Test Center of the Land of Transportation Office (LTO)	
Official Receipt (OR) (1 photocopy)	PTPMO	
Certificate of Registration of the vehicle (1 original)	LTO	
<b>REPRESENTATIVE</b>		
Authorization Letter (1 original)	Person Represented (Apprehended Motorist)	
Any Government ID Card of Person Represented (Apprehended Motorist) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID	
Any Government ID Card of Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID	
OVR (1 original)	PTPMO	
Emission Test Result (1 original)	Any Accredited Emission Test Center of the Land of Transportation Office (LTO)	
<b>For Lost OVR:</b>		



Authorization Letter (1 original)		Person Represented (Apprehended Motorist)		
Any Government ID Card of Person Represented (Apprehended Motorist) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
OVR (1 original)		From Apprehended Motorist		
Authorization Letter (1 original)		Person Represented		
Emission Test Result (1 original)		Any Accredited Emission Testing Center of the Land Transportation Office (LTO)		
Official Receipt (1 photocopy)		PTPMO		
Certificate of Registration of the vehicle (1 original)		LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OVR together with required documents to the Anti-Smoke Belching Unit (ASBU) Verification Window at the PTPMO.	1. Receive and verify the veracity of submitted OVR, and other presented requirements.	None	5 Minutes	SALVADOR B. ABARQUEZ <i>Traffic Aide I</i> (PTPMO)
	1.1 Retrieve the copy of OVR.		5 Minutes	ROWENA D. CO <i>Traffic Aide I</i> (PTPMO)
2. Proceed to the Redemption Section of PTPMO for the issuance of order of payment.	2. Prepare and issue order of payment to the client.	None	5 Minutes	LLORA G. GONZALES <i>Traffic Aide I</i> (PTPMO)
3. Proceed to the PTPMO Cashier's Office for payment of fees.	3. Issue the Official Receipt (OR) to the client.	<i>Please refer to the table of fees below</i>	3 Minutes	JONATHAN A. DIZA <i>Revenue Collection Clerk II</i> Cashier



4. Present the OR to the Anti-Smoke Belching Unit of PTPMO.	4. Release the Driver's License and/or Plate Number to the client.	None	2 Minutes	ROWENA D. CO Traffic Aide I (PTPMO)
<b>TOTAL:</b>		Please refer to the table of fees below	20 Minutes	

VIOLATION	FEE
Under Ordinance 6008 series of 2019 Anti-Smoking violators will be penalized as follows:  <div style="text-align: right;"> <b>1st Offense</b>  <b>2nd Offense</b>  <b>3rd Offense</b> </div>	PHP 2,000.00 PHP 3,000.00 PHP 5,000.00
2 <sup>nd</sup> and Subsequent Offenses	2x the value of the most recent fines on record but not exceeding PHP 2,500.00 per violation
For Habitual Offenders	When the violation involved properly damage in excess of PHP 10,000.00 or loss of life, the Traffic and Parking Management Office shall seek the cancellation of the driver's license

## 61. Cooperative Continuous Education Program

Under the Rule 7 of the Implementing Rules and Regulation of Republic Act 9520, cooperatives are governed by a guided implementation of the required trainings to be attended by all officers of the cooperative. The program aims to address the concerns of cooperative when it comes to mandatory trainings as required of them having limited resources. The Cooperative Code enumerates the minimum training requirements to be attended by the cooperative officers. To address such pivotal need of the cooperatives, the cooperative continuous education program is carried out in partnership with other agencies such as Cooperative Development Authority, and other institutions that provide cooperative development programs for cooperative sector. The Pasay Cooperative Development Office, as an Accredited Training Provider for Cooperatives, administer and facilitates the conduct of the trainings.

<b>Office or Division:</b>	<b>Office of the City Cooperative Officer (a.k.a. Pasay Cooperative Development Office – Pasay CDO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Cooperatives in Pasay



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Invited participants:</b>				
Letter of Invitation for Training/Seminar (1 photocopy)		Pasay Cooperative Development Office – Pasay CDO		
Duly accomplished Confirmation Slip (1 original copy)		Pasay Cooperative Development Office – Pasay CDO		
Letter of Request for Cooperative Training and/or Resource Person (1 original copy)		Cooperative organization		
<b>For Walk-in Client/s</b>				
Letter of Request (1 original copy) - Information/details to be indicated in the letter of request, i.e. Title of training, resource speaker, preferred schedule, mode of conduct (face-to-face or via zoom application)		Walk-In Client/s Cooperative organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For invited participants, submit duly accomplished confirmation slip and send via email.  1.1 Register thru the google link.  or  1. For walk-in client/s, receive the invitation letter from the attending personnel.  1.1 Accomplish the confirmation slip and submit it to the receiving	1. Confirm available slots and provide registration link.  or  1. Check for available slot then provide walk-in client/s with the confirmation slip.  1.1 Provide registration link. Otherwise, provide client with the	None	10 Minutes	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I</i> (PCDO)  JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (PCDO)  JOHN N. NADUA <i>Community Affairs Officer III</i> (PCDO)  JODI CAROL C. VIADO <i>Cooperative Development Specialist I</i> (PCDO)



desk. 1.2 Register thru the google link.	schedules of the same training or other available training.			
2. Submit Letter of Request for In-House Cooperative Training and/or Resource Speaker/s at PCDO.	2. Check the date of requested training and make necessary schedule amenable to both parties.	None	5 Minutes	<p>ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I</i> (PCDO)</p> <p>JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (PCDO)</p> <p>JOHN N. NADUA <i>Community Affairs Officer III</i> (PCDO)</p> <p>JODI CAROL C. VIADO <i>Cooperative Development Specialist I</i> (PCDO)</p>
3. Claim or receive reply slip at the receiving area of the PCDO or thru their email.	3. Release reply slip or it may be send to their email.	None	5 Minutes	<p>ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I</i> (PCDO)</p> <p>JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (PCDO)</p> <p>JOHN N. NADUA <i>Community Affairs Officer III</i> (PCDO)</p> <p>JODI CAROL C. VIADO <i>Cooperative</i></p>



				<i>Development Specialist I (PCDO)</i>
4. Attend and participate in the training based on the released/issued schedule	4. Conduct the training	None	For Micro Cooperatives = 1 day or 8 hours	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I (PCDO)</i>
4.1 Prepare for the accomplishment of Pre and post-tests, evaluation form, and client satisfaction measurement questionnaire (CSMQ)	4.1 Administer pre- and posts-tests, evaluation form and CSMQ to the participants		For Small, Medium and Large cooperatives = 2 days or 16 hours	JOSELYN L. CARASIG <i>Cooperative Development Specialist II (PCDO)</i>
4.2 Accomplish pre- and post- tests, evaluation form and CSMQ	4.2 Collect the accomplished tests, form and questionnaire			JOHN N. NADUA <i>Community Affairs Officer III (PCDO)</i>
				JODI CAROL C. VIADO <i>Cooperative Development Specialist I (PCDO)</i>
5. Wait for the release of the Certificate of Completion	5. Issue Certificate of Completion after all requirements have been fulfilled, otherwise, only Certificate of Attendance shall be issued	None	6 days or 48 hours	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I (PCDO)</i>
				JOSELYN L. CARASIG <i>Cooperative Development Specialist II (PCDO)</i>
				JOHN N. NADUA <i>Community Affairs Officer III (PCDO)</i>
				JODI CAROL C. VIADO <i>Cooperative Development Specialist I</i>





				(PCDO)
	<b>TOTAL:</b>	None	For Micro Cooperatives = 7 days and 20 minutes or 56 hours and 20 minutes  For Small, Medium and Large cooperatives = 8 days and 20 minutes or 64 hours and 20 minutes	

## 62. Correction of Erroneous Entry Pursuant to Republic Act Nos. 9048 and 10172

Securing correction of typographical error in the civil registry document pursuant to Republic Act Nos. 9048 and 10172 from the Local Civil Registry Office. The correction in the civil registry document can be filed through administrative petitions except corrections involving nationality, citizenship, civil status, and age (COLB).

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)
<b>Classification:</b>	Highly Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>RA 9048 - Typographical Error</b>	
<b>Principal:</b>	
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	Philippine Statistics Authority (PSA)
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	Local Civil Registry Office (LCRO) where the document was registered
Valid Government ID Card (1 original, 1 photocopy)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land



	Transportation Office (LTO)
<p><b>Supporting Documents (provide at least 3 documents to support EACH error, choose from the following, but not limited to)</b></p> <ul style="list-style-type: none"> <li>- Certificate of Live Birth, Marriage, Death (1 original, 2 photocopies)</li> <li>- Certificate of Baptism/Dedication (1 original, 2 photocopies)</li> <li>- School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies)</li> <li>- Voter's Affidavit/Certification/Record (1 original, 2 photocopies)</li> <li>- Employment Service Record (1 original, 2 photocopies)</li> <li>- SSS/GSIS/PHILHEALTH records (1 original, 2 photocopies)</li> <li>- Passport (2 photocopies)</li> <li>- Certificate of Live Birth/Marriage/Death of siblings or children, whatever applies (1 original, 1 photocopy)</li> </ul>	<p>PSA or Local Civil Registry Office (LCRO)</p> <p>Church, Petitioner</p> <p>School, University, College</p> <p>COMELEC</p> <p>Employer</p> <p>SSS/GSIS/PHILHEALTH</p> <p>Department of Foreign Affairs PSA or Local Civil Registry Office (LCRO)</p>
<b>Representative:</b>	
Special Power of Attorney (for outside 4 <sup>th</sup> civil degree of consanguinity) (1 original)	Person Represented (Document Owner)
Valid Government ID Card of the Person Represented (Petitioner) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the Representative (1 original, 2 photocopies)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	PSA
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	Local Civil Registry Office where the document was registered
<p><b>Supporting Documents (provide at least 3 documents to support EACH error, choose from the following, but not limited to)</b></p> <ul style="list-style-type: none"> <li>- Certificate of Live Birth, Marriage, Death (1 original, 2 photocopies)</li> <li>- Certificate of Baptism/Dedication (1 original, 2 photocopies)</li> <li>- School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies)</li> </ul>	<p>PSA or Local Civil Registry Office (LCRO)</p> <p>Church, Petitioner</p> <p>School, University, College</p>



<ul style="list-style-type: none"> <li>- Voter's Affidavit/Certification/Record (1 original, 2 photocopies)</li> <li>- Employment Service Record</li> <li>- SSS/GSIS/PHILHEALTH records (1 original, 2 photocopies)</li> <li>- Passport (2 photocopies)</li> <li>- Certificate of Live Birth/Marriage/Death of siblings or children, whatever applies (1 original, 1 photocopy)</li> </ul>	<p>COMELEC</p> <p>Employer SSS/GSIS/PHILHEALTH</p> <p>Department of Foreign Affairs PSA or Local Civil Registry Office (LCRO)</p>
<b>R.A. 9048 - Change of First Name in the COLB</b>	
<b>Principal:</b>	
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	PSA
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	Local Civil Registry Office where the document was registered
Valid Government ID Card (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
<p><b>Supporting Documents (provide at least 3 documents to support EACH error, choose from the following, but not limited to)</b></p> <ul style="list-style-type: none"> <li>- Certificate of Marriage, Death (1 original, 2 photocopies)</li> <li>- Certificate of Baptism/Dedication (1 original, 2 photocopies)</li> <li>- School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies)</li> <li>- Voter's Affidavit/Certification/Record (1 original, 2 photocopies)</li> <li>- Employment Service Record</li> <li>- SSS / GSIS / PHILHEALTH records (1 original, 2 photocopies)</li> <li>- Passport (2 photocopies)</li> <li>- Certificate of Live Birth/Marriage/Death of siblings or children, whatever applies (1 original, 1 photocopy)</li> <li>- Medical Records (1 original, 2 photocopies)</li> </ul>	<p>PSA or LCRO</p> <p>Church, Petitioner</p> <p>School, University, College</p> <p>COMELEC</p> <p>Employer SSS / GSIS / PHILHEALTH</p> <p>Department of Foreign Affairs PSA or LCRO</p> <p>Hospitals/Clinics</p>
NBI Clearance (except for minors) (should not expire within 4 months) (1 original, 2 photocopies)	National Bureau of Investigation (NBI)
Police Clearance (except for minors) (should	PNP Headquarter of the locality where you reside



not expire within four months) (1 original, 2 photocopies)	
Barangay Clearance (except for minors) (1 original, 2 photocopies)	Barangay Hall of place of residence
Employment Certification, if currently employed (except for minors) (1 original, 2 photocopies)	Employer
Affidavit of Non-Employment, if currently unemployed (except for minors) (1 original, 2 photocopies)	Notary Public
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
<b>Representative:</b>	
Special Power of Attorney (for outside 4 <sup>th</sup> civil degree of consanguinity) (1 original)	Person Represented (Document Owner)
Valid Government ID Card of the Person Represented (Petitioner) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the Representative (1 original, 2 photocopies)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	PSA
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	Local Civil Registry Office (LCRO) where the document was registered
<b><i>Supporting Documents (provide at least 3 documents to support EACH error, choose from the following, but not limited to)</i></b> - Certificate of Live Birth, Marriage, Death (1 original, 2 photocopies) - Certificate of Baptism/Dedication (1 original, 2 photocopies) - School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) - Voter's Affidavit/Certification/Record (1 original, 2 photocopies) - Employment Service Record - SSS/GSIS/PHILHEALTH records (1 original, 2 photocopies) - Passport (2 photocopies) - Certificate of Live Birth/Marriage/Death of siblings or children, whatever applies (1 original, 1 photocopy) - Medical Records (1 original, 2 photocopies)	PSA or LCRO  Church, Petitioner  School, University, College  COMELEC  Employer SSS/GSIS/PHILHEALTH  Department of Foreign Affairs PSA or LCRO



	Hospitals/Clinics
NBI Clearance (except for minors) (should not expire within four months) (1 original, 2 photocopies)	National Bureau of Investigation (NBI)
Police Clearance (except for minors) (should not expire within four months) (1 original, 2 photocopies)	PNP Headquarter of the locality where you reside
Barangay Clearance (except for minors) (1 original, 2 photocopies)	Barangay Hall of place of residence
Employment Certification, if currently employed (except for minors) (1 original, 2 photocopies)	Employer
Affidavit of Non-Employment, if currently unemployed (except for minors) (1 original, 2 photocopies)	Notary Public
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
<b>RA 10172 – Correction of Error in Sex in the COLB (Representative is not allowed except for minor document owner, one of the parents, or elder siblings of legal age, or a legal custodian shall be the representative)</b>	
<b>Principal (18 years old and above):</b>	
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	PSA
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	Local Civil Registry Office (LCRO) where the document was registered
Valid Government ID Card (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Baptismal Certificate or Dedication Certificate (1 original, 2 photocopies)	Church, Petitioner
Elementary School Record Form 137 (1 original, 2 photocopies)	Elementary School
Medical Records (vaccination, immunization, laboratory tests, etc.) (1 original, 2 photocopies)	Hospital/Clinic, Petitioner
NBI Clearance (should not expire within 4 months) (1 original, 2 photocopies)	National Bureau of Investigation (NBI)
Police Clearance (should not expire within four months) (1 original, 2 photocopies)	PNP Headquarter of the locality where you reside



Barangay Clearance (1 original, 2 photocopies)	Barangay Hall of place of residence
Employment Certification, if currently employed (1 original, 2 photocopies)	Employer
Affidavit of Non-Employment, if currently unemployed (except for minors) (1 original, 2 photocopies)	Notary Public
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Medical Certification (1 original, 2 photocopies)	City Health Office (CHO)
<b>Representative (in case the birth owner is a minor):</b>	
Valid School ID Card of the Person Represented (Petitioner) (1 original)	School
Valid Government ID Card of the Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	PSA
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	Local Civil Registry Office (LCRO) where the document was registered
Baptismal Certificate or Dedication Certificate (1 original, 2 photocopies)	Church, Petitioner
Elementary School Record Form 137 (1 original, 2 photocopies)	Elementary School
Medical Records (vaccination, immunization, laboratory tests, etc.) (1 original, 2 photocopies)	Hospital/Clinic, Petitioner
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Medical Certification (document owner) (1 original, 2 photocopies)	City Health Office
<b>10172 – Correction of Error in Day and Month of Date of Birth in the COLB</b>	
<b>Principal:</b>	
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	PSA
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	Local Civil Registry Office (LCRO) where the document was registered
Valid Government ID Card (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Baptismal Certificate or Dedication Certificate (1 original, 2 photocopies)	Church, Petitioner
Elementary School Record Form 137	Elementary School



(1 original, 2 photocopies)	
Medical Records (vaccination, immunization, laboratory tests, etc.) (1 original, 2 photocopies)	Hospital/Clinic, Petitioner
NBI Clearance (should not expire within 4 months) (1 original, 2 photocopies)	National Bureau of Investigation (NBI)
Police Clearance (except for minors) (should not expire within four months) (1 original, 2 photocopies)	PNP Headquarter of the locality where you reside
Barangay Clearance (except for minors) (1 original, 2 photocopies)	Barangay Hall of place of residence
Employment Certification, if currently employed (except for minors) (1 original, 2 photocopies)	Employer
Affidavit of Non-Employment, if currently unemployed (except for minors) (1 original, 2 photocopies)	Notary Public
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
<b>Representative:</b>	
Special Power of Attorney (for outside 4 <sup>th</sup> civil degree of consanguinity) (1 original)	Person Represented (Document Owner)
Valid Government ID Card of the Person Represented (Petitioner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Document issued by PSA with erroneous entry (1 original, 1 photocopy)	PSA
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	Local Civil Registry Office (LCRO) where the document was registered
Baptismal Certificate or Dedication Certificate (1 original, 2 photocopies)	Church, Petitioner
Elementary School Record Form 137 (1 original, 2 photocopies)	Elementary School
Medical Records (vaccination, immunization, laboratory tests, etc.) (1 original, 2 photocopies)	Hospital/ Clinic, Petitioner
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
NBI Clearance (except for minors) (should not expire within four months) (1 original, 2 photocopies)	National Bureau of Investigation (NBI)
Police Clearance (except for minors) (should not expire within four months)	PNP Headquarter of the locality where you reside



(1 original, 2 photocopies)				
Barangay Clearance (except for minors) (1 original, 2 photocopies)		Barangay Hall of place of residence		
Employment Certification, if currently employed (except for minors) (1 original, 2 photocopies)		Employer		
Affidavit of Non-Employment, if currently unemployed (except for minors) (1 original, 2 photocopies)		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the PSA and LCR copy of the civil registry document with erroneous entry/entries together with at least 3 documents supporting the correction of the error at the Local Civil Registry Office. Also, attach the mandatory clearances and certifications for petitions for change of first name and under RA 10172.	<p>1. Review the documents for consistency, completeness, and jurisdiction. If incomplete or inconsistent supporting documents, petitioner will be advised of the insufficiencies of documents.</p> <p>1.1. Once checked, give a prescribed petition form to be accomplished and notarized.</p> <p>1.2. Issue order of payment for the required fees for the filing fee or service fee, in case of a migrant petition</p>	None	15 Minutes	MA. CORAZON C. ANDRES <i>Administrative Assistant IV (LCRO)</i>





<p>2. Pay the required fees at the City Treasurer's Office.</p>	<p>2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.</p>	<p><b>A.</b> Correction of Clerical Error Filing Fee (CCE) – PHP 1,000</p> <p><b>B.</b> Change of First Name Filing Fee (CFN) – PHP 3,000</p> <p><b>C.</b> R.A. 10172 Filing Fee – PHP 3,000</p> <p><b>D.</b> Migrant CCE Petition Service Fee – PHP 500</p> <p><b>E.</b> Migrant CFN and RA 10172 Petition Service Fee – PHP 1,000</p> <p><b>F.</b> Computerization Fee – PHP20</p>	<p>5 Minutes</p>	<p>Teller (CTO)</p>
<p>3. Proceed to the notary public, as advised, to have the petition form accomplished and notarized.</p> <p>3.1. Once completed, return to the LCR Office, and present the accomplished petition form,</p>	<p>3. Verify OR, petition form and supporting documents</p> <p>3.1 Docket and assign/inscribe the corresponding petition number to the petition form.</p> <p>If petition requires</p>	<p>Notarization Fee</p> <p>Publication Fee</p>	<p>For petitions involving locally registered civil registry document:</p> <p>60 Minutes (Excluding notarization);</p>	<p>MA. CORAZON C.</p>





	<p>Legal Services Division of the Philippine Statistics Authority for their review and affirmation or denial of the CCR's decision.</p> <p>3.6. Retrieve from PSA the OCRG decision</p> <p>3.7. Prepare annotation, Certificate of Finality, certified true copy of the affirmed decision, annotated civil registry document and OCRG affirmation.</p> <p>3.8 Advise the client if the documents are ready for pick-up.</p>			<p>MA. CORAZON C. ANDRES <i>Administrative Assistant IV (LCRO)</i></p> <p>MA. CORAZON C. ANDRES <i>Administrative Assistant IV (LCRO)</i></p>
<p>4. On the advised release date, present the O.R. at the Local Civil Registry Office releasing window.</p>	<p>4. Verify for the document being claimed.</p> <p>4.1. Issue order of payment for Certificate of Finality, certified true copies of the approved petition, OCRG decision and annotated civil registry document</p>	<p>None</p>	<p>5 Minutes</p>	<p>MA. CORAZON C. ANDRES <i>Administrative Assistant IV (LCRO)</i></p>



	(2 pcs.) to the client. 4.2. Record the name of the document owner and the claiming party in the release logbook.			
5. Pay the required fees at the City Treasurer's Office.	5. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	G. Certificate of Finality – PHP 50  H. Certified copy of approved petition – PHP 50  I. Certified true copy of the OCRG decision – PHP 50  J. Certified true copy of the annotated civil registry document (2 pcs.) – PHP 50/pc  K. Computerization Fee – PHP 20	5 Minutes	<i>Teller</i> (CTO)
6. Present OR to the assigned personnel of the Local Civil Registry Office and releasing window.	6. Verify OR, release Certificate of Finality, certified copy of the annotated civil registry document, approved petition	None	5 Minutes	MA. CORAZON C. ANDRES <i>Administrative Assistant IV</i> (LCRO)



	and OCRG decision. 6.1 Issue the requested documents to the client.			
7. Sign the logbook at the Local Civil Registry Office releasing window.	7. Instruct the client to proceed to the government agency, which concerns the next process, and submit the documents thereat.  7.1 Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	5 Minutes	MA. CORAZON C. ANDRES <i>Administrative Assistant IV (LCRO)</i>
<b>TOTAL:</b>		For locally registered petitions:  For Correction of Clerical Error – A+F+G+H+I+J+K = PHP 1,290  *For Change of First Name – B+F+G+H+I+J+K = PHP 3,290  *For RA 10172 – C+F+G+H+I+J+K = PHP 3,290  For migrant	25 Days, 1 Hour and 40 Minutes (excluding time for notarization, publication, PSA review and decision)	



	<p>petitions (excluding courier fees for migrant petitions):</p> <p>*Change of First Name and RA 10172 – E+F = PHP 1,020</p> <p>Correction of Clerical Error – D+F = PHP 520</p> <p>(*excluding notarization and publication fees)</p> <p>(Courier fees for migrant petitions will be shouldered by the petitioner)</p>		
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### 63. Day Care Services Program

The PSWDD provides day care services program for preschoolers (ages 3-4), which lasts for ten (10) months.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Preschoolers 3-4 years old and their parents/guardian	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Barangay Certificate of the parents/guardian (1 original, 1 photocopy)	Barangay/Place of Residency
	Birth certificate of the minor (1 certified true copy, 1 original)	Philippine Statistics Authority (PSA)



Most recent 1x1 picture (2 original, 2 photocopies)		Photoshop/center		
Health record (1 certified true copy, 1 original)		Hospital/Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accompany your child to the Child Development Center in your barangay.	1. Receive and evaluate the submitted requirements.  1.1 Register the child in the list of day care children.	None	10 Minutes	<i>Child Development Center Worker (Concerned Barangay)</i>
2. Let your child attend the Early Childhood Care Education (ECCE) sessions at the day care center in your barangay.	2. Provide the ECCE to the children of assigned barangay.	None	10 Months (Equivalent to 220 Days)	<i>Assigned Day Care Worker (PSWDD)</i>
<b>TOTAL:</b>		None	220 Days and 10 Minutes	

Day Care Services Program is covered under RA Nos.6972 and 10410

#### 64. Delayed Registration of Certificate of Death and Fetal Death

Applying for delayed registration of Certificate of Death and Fetal Death at the Local Civil Registry Office.

It is a case of delayed registration, if the registration of death is after thirty (30) days from the date of the event.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Nearest kin or immediate family members of the deceased person		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Accomplished Certificate of Death or Fetal Death - With accomplished and duly notarized Affidavit for Delayed Registration of		Hospital, Health Center, Funeral Homes, City Health Office - Notary public	



Death				
Accomplished Mun. Form 103 (IP Form No. 2) if the deceased person is an IP or Muslim (4 original)		LCR Office, Hospital Records, Burial Ceremony Imam or Tribal Chief		
Negative Certification (1 original, 1 photocopy)		Philippine Statistics Authority (PSA)		
Certificate of No Record (1 original)		LCR Office		
Affidavit of Two (2) Disinterested Persons (1 original)		Notary Public		
Certificate of Burial or Cremation (1 original, 1 photocopy)		Cemetery or Crematorium		
Certification of Funeral Service (1 original, 1 photocopy)		Funeral Home		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished COD/COFD to the Registration Officer at the Local Civil Registry Office.	<p>1. Review for jurisdiction, correctness, completeness, and condition of the COD/COFD.</p> <p>1.1 Receive and issue claim stub indicating the date and time of release.</p> <p>1.2 File accepted application for the 10-day posting period.</p> <p>1.3 Review and sign the COD/COFD.</p> <p>1.4 Assign/Inscribe registry number to the COD/ COFD and segregate LCRO and PSA file copies and 2</p>	None	10 Days and 13 Minutes	<p>ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)</p> <p>ROMULO C. TRESVALLES <i>City Civil Registrar II</i> (LCRO)</p> <p>ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)</p>





	copies for the interested party.			
2. On release date, present claim stub at the Local Civil Registry Office releasing window.	2. Verify the COD/COFD being claimed, and issue the two (2) copies of the registered COD/COFD to the client.	None	1 Minute	ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)
3. Claim the COD/COFD at the Local Civil Registry Office releasing window, and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	LILIBETH S. DELA ROSA <i>Administrative Aide II</i> (LCRO)  or  ROMEO S. RIVERA II <i>Administrative Aide II</i> (LCRO)
<b>TOTAL:</b>		None	10 Days and 16 Minutes	

## 65. Delayed Registration of Certificate of Live Birth

Securing delayed registration of Certificate of Live Birth from the Local Civil Registry Office. Delayed registration is registration of birth after thirty (30) days following the event.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)
<b>Classification:</b>	Highly Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Marital/Legitimate Child</b>	
Accomplished Certificate of Live Birth (4 original)	Birthing Institution (Hospital, Lying-in, Clinic)



Accomplished Mun. Form No. 102 (IP Form No. 1) (4 original) - If parents are IPs or Muslims	LCR Office, Birthing institution
Certificate of Marriage of Parents (1 PSA or CTC)	Philippine Statistics Authority (PSA) or LCR Office where marriage was registered
Negative Certification (1 original, 1 photocopy)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of Two Disinterested Persons (1 original)	Notary Public
Certificate of Marriage, if child /registrant is already married (1 original, 1 photocopy)	PSA or LCR Office where marriage was registered
National ID Card (1 photocopy, present 1 original) or Proof of enrollment/transaction slip (1 photocopy)	PSA
Barangay Certification of Residency (1 original copy)	Barangay Hall of place of residence
2x2 front-facing picture with white background (1 original, colored)	Photo Shop/Studio
Affidavit of submission of documents (2 original copies)	LCRO
Please present <b>three (3)</b> of the following supporting documents, showing <b>Place and Date of Birth, and Filiation</b> : <ul style="list-style-type: none"> <li>- Certificate of Baptism or Dedication (1 original, 1 photocopy)</li> <li>- Immunization Records (1 original, 1 photocopy)</li> <li>- Prenatal Record (1 original, 1 photocopy)</li> <li>- School Form 137 (1 original, 1 photocopy)</li> <li>- Voter's Affidavit/Registration record (1 original, 1 photocopy)</li> <li>- SSS/GSIS/PHILHEALTH records (1 original, 1 photocopy)</li> <li>- Philippine Passport (2 original)</li> <li>- Certificate of Live Birth of children born and registered from 1960-1983 (1 original, 1 photocopy)</li> <li>- Old NBI records (1 original, 1 photocopy)</li> </ul>	<p>Church</p> <p>Health Centers/Clinics/Hospitals</p> <p>Health Centers/Clinics/Hospitals</p> <p>DEP-Ed Accredited High/Secondary School</p> <p>COMELEC</p> <p>SSS/GSIS/PHILHEALTH</p> <p>Department of Foreign Affairs PSA</p> <p>National Bureau of Investigation (NBI)</p>



- Old Community Tax Certificates (CEDULA) (1 original, 1 photocopy)	City Treasurer's Office/Barangay Hall
<b>Unacknowledged Child</b>	
Accomplished Certificate of Live Birth (4 original)	Birthing Institution (Hospital, Lying-in)
Accomplished Mun. Form No. 102 (IP Form No. 1) (4 original) - If mother is an IP	LCR Office, Birthing institution
Negative Certification (1 original, 1 photocopy)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of Two Disinterested Persons (1 original)	Notary Public
Certificate of Marriage, if child /registrant is already married (1 original, 1 photocopy)	PSA or LCR Office where marriage was registered
National ID Card (1 photocopy, present 1 original) or Proof of enrollment/transaction slip (1 photocopy)	PSA
Barangay Certification of Residency (1 original copy)	Barangay Hall of place of residence
2x2 front-facing picture with white background (1 original, colored)	Photo Shop/Studio
Affidavit of submission of documents (2 original copies)	LCRO
<p>Please present <b>three (3)</b> of the following supporting documents, showing <b>Place and Date of Birth, and Filiation</b>:</p> <ul style="list-style-type: none"> <li>- Certificate of Baptism or Dedication (1 original, 1 photocopy)</li> <li>- Immunization Records (1 original, 1 photocopy)</li> <li>- Prenatal Record (1 original, 1 photocopy)</li> <li>- School Form 137 (1 original, 1 photocopy)</li> <li>- Voter's Affidavit/Registration record (1 original, 1 photocopy)</li> <li>- SSS/GSIS/PHILHEALTH records (1 original, 1 photocopy)</li> <li>- Philippine Passport (2 original)</li> <li>- Certificate of Live Birth of children born and registered from 1960-1983</li> </ul>	<p>Church</p> <p>Health Centers/Clinics/Hospitals</p> <p>Health Centers/Clinics/Hospitals</p> <p>DEP-Ed Accredited High/Secondary School</p> <p>COMELEC</p> <p>SSS/GSIS/PHILHEALTH</p> <p>Department of Foreign Affairs</p> <p>PSA</p>



<ul style="list-style-type: none"> <li>- (1 original, 1 photocopy)</li> <li>- Old NBI records (1 original, 1 photocopy)</li> <li>- Old Community Tax Certificates (CEDULA) (1 original, 1 photocopy)</li> </ul>	National Bureau of Investigation City Treasurer's Office/Barangay Hall
<b>Acknowledged Non-Marital Child</b>	
Accomplished Certificate of Live Birth (4 original) <ul style="list-style-type: none"> <li>- With accomplished and duly notarized Affidavit of Admission of Paternity found in back page</li> </ul>	Birthing Institution (Hospital, Lying-in)  Notary public
Accomplished Mun. Form No. 102 (IP Form No. 1) (4 original) <ul style="list-style-type: none"> <li>- If parents are IPs or Muslims</li> </ul>	LCR Office, Birthing institution
Duly notarized Affidavit to Use the Surname of the Father – if child will use the father's surname (4 original)	Notary public
Personal Appearance of Parents at the LCRO	Parents
Valid Government ID Card of Parents (1 for each parent)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Personal Appearance of registrant if aged 7 years old and above – if the registrant will use the father's surname (applicable for registrant born on or after March 19, 2004)	Registrant
Valid ID of the registrant (if aged 7 years old and above)	DEP-Ed/CHED Accredited School, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Negative Certification (1 original, 1 photocopy)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of Two Disinterested Persons (1 original)	Notary Public
Certificate of Marriage, if child /registrant is already married (1 original, 1 photocopy)	PSA or LCR Office where marriage was registered
National ID Card (1 photocopy, present 1 original) or Proof of enrollment/transaction slip (1 photocopy)	PSA
Barangay Certification of Residency (1 original copy)	Barangay Hall of place of residence
2x2 front-facing picture with white background	Photo Shop/Studio



(1 original, colored)				
Affidavit of submission of documents (2 original copies)		LCRO		
Please present <b>three (3)</b> of the following supporting documents, showing <b>Place and Date of Birth, and Filiation:</b> <ul style="list-style-type: none"> <li>- Certificate of Baptism or Dedication (1 original, 1 photocopy)</li> <li>- Immunization Records (1 original, 1 photocopy)</li> <li>- Prenatal Record (1 original, 1 photocopy)</li> <li>- School Form 137 (1 original, 1 photocopy)</li> <li>- Voter's Affidavit/Registration record (1 original, 1 photocopy)</li> <li>- SSS/GSIS/PHILHEALTH records (1 original, 1 photocopy)</li> <li>- Philippine Passport (2 original)</li> <li>- Certificate of Live Birth of children born and registered from 1960-1983 (1 original, 1 photocopy)</li> <li>- Old NBI records (1 original, 1 photocopy)</li> <li>- Old Community Tax Certificates (CEDULA) (1 original, 1 photocopy)</li> </ul>		Church  Health Centers/Clinics/Hospitals  Health Centers/Clinics/Hospitals  DEP-Ed Accredited High/Secondary School  COMELEC  SSS/GSIS/PHILHEALTH  Department of Foreign Affairs (DFA) PSA  National Bureau of Investigation  City Treasurer's Office/Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Certificate of Live Birth (COLB) and other required documents to the Registration Officer at the LCRO for review.	1. Review for jurisdiction, correctness, completeness, and condition of the COLB and requirements.  1.1 Ask the applicant for contact information, then issue provisional acceptance stub with the LCRO's	None	<b><u>For ages 79 below:</u></b>  <i>For approved application – 15 Days and 15 Minutes</i>  <i>For disapproved application – 5 Days and 15 Minutes</i>	FE J. MAGNAYE-PLANTINOS <i>Administrative Aide II (LCRO)</i>  or  FRENCITA P. PENECHITOS <i>Administrative Aide II (LCRO)</i>



	<p>contact information.</p> <p>1.2 Verify the authenticity of the submitted documents.</p> <p>1.3 Once authenticity is verified, contact the applicant as to the approval or denial of the application.</p> <p>a. For approved application of ages 79 and below, inform the applicant of the date of release and proceed to the next step. If denied, inform the applicant the reason for denial, advise the applicant of the necessary action, and return all documents submitted.</p> <p>b. In case the registrant is 80 years and above, send to PSA through email all documentary requirements for their evaluation.</p>		<p><b><u>For ages 80 and above:</u></b></p> <p><i>For approved application – 15 Days and 15 Minutes + turnaround time of PSA evaluation</i></p> <p><i>For disapproved application –</i></p> <p>Disapproved at the LCRO level - 5 Days and 15 Minutes</p> <p>or</p> <p>if disapproved at PSA evaluation level - 5 Days and 15 Minutes + turnaround time of PSA evaluation</p>	<p>FE J. MAGNAYE-PLANTINOS <i>Administrative Aide II (LCRO)</i></p> <p>or</p> <p>FRENCITA P. PENECITOS <i>Administrative Aide II (LCRO)</i></p>
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	<p>Once approved, proceed with the registration. If disapproved, inform the client of PSA's evaluation for the appropriate action, and return all documents submitted.</p> <p>1.4 Register the Affidavit to Use the Surname of the Father (AUSF) (if applicable).</p> <p>1.4.1 Assign registry number on the received AUSF</p> <p>1.4.2 Record the appropriate remarks in the logbook for legal instruments.</p> <p>1.5 File accepted application for the 10-day posting period</p> <p>1.6 After posting period, sign the COLB.</p> <p>1.7 Assign/ inscribe registry number.</p> <p>1.8 Encode with</p>			<p>ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)</p>
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	<p>statistical data.</p> <p>1.9 Segregate copies for LCRO and PSA files and 2 copies for the registrant/ applicant.</p>			
<p>2. On the release date, present the claim stub at the Local Civil Registry Office releasing window.</p>	<p>2. Verify the COLB being claimed, and issue the two (2) copies of the registered COLB to the client.</p>	None	4 Minutes	<p>FRENCITA P. PENEKITOS <i>Administrative Aide II</i> (LCRO)</p> <p>or</p> <p>LILIBETH S. DELA ROSA <i>Administrative Aide II</i> (LCRO)</p>
<p>3. Claim the requested document from the LCRO releasing window; and sign the logbook.</p>	<p>4. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.</p>	None	2 Minutes	<p>LILIBETH S. DELA ROSA <i>Administrative Aide II</i> (LCRO)</p> <p>or</p> <p>ROMEO S. RIVERA II <i>Administrative Aide II</i> (LCRO)</p>
<b>TOTAL:</b>		None	<p><b>For approved application:</b></p> <p><u>For ages 79 below:</u> 15 Days and 21 Minutes</p> <p><u>For ages 80 and above:</u> 15 Days and 21 Minutes + turnaround time of PSA evaluation</p>	





		<p><b>For disapproved application:</b></p> <p><i>For ages 79 below:</i> 5 Days and 15 Minutes</p> <p><i><u>For ages 80 and above:</u></i></p> <p>Disapproved at the LCRO level – 5 Days and 15 Minutes</p> <p>or</p> <p>if disapproved at PSA evaluation level – 5 Days and 15 Minutes + turnaround time of PSA evaluation</p>	
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## 66. Delayed Registration of Certificate of Marriage

Applying for delayed registration of Certificate of Marriage at the Local Civil Registry Office.

- Delayed registration is reporting of marriage after fifteen (15) days - if with marriage license, or thirty (30) days - if under Article 34 or P.D. 1083, after the ceremony.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)
<b>Classification:</b>	Highly Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Contracting parties, nearest kin or immediate family members of the contracting parties



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Principal:</b>	
<b>With Marriage License</b>	
Negative Certification (1 original)	Philippine Statistics Authority (PSA)
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons (1 original)	Notary Public
Accomplished Certificate of Marriage (4 original)	Trial Court, Church, Chapels, Officiating Ministers
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs or Muslims	LCR Office, Imam, Tribal Chief
Marriage License (1 set original, 1 set photocopy)	LCR Office where one or both contracting parties is/are resident/s
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court or Church (4 original)	Contracting parties, Notary public
Registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public
Affidavit of the Solemnizing Officer or Contracting parties (1 original)	Notary Public
Two (2) documents showing date and place of marriage: e.g. birth certificate of children, insurance, government records (1 photocopy each)	Government institutions such as PSA, GSIS, Pag-ibig, Philhealth
Pictures taken during the ceremony (1 original, 1 photocopy)	Contracting Parties, Photo Shop/Studio
<b>Under Article 34</b>	
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons (1 original)	Notary Public
Accomplished Certificate of Marriage (4 original) - Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page	Trial Court, Church, Chapels, Officiating Ministers  - Notary public
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs	LCR Office, Tribal Chief
Duly notarized Affidavit of Co-habitation executed by the contracting parties	Notary public



(4 original)	
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court or Church (4 original)	Contracting parties, Notary public
Registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public
Affidavit of the Solemnizing Officer or Contracting parties (1 original)	Notary Public
Two (2) documents showing date and place of marriage: e.g. birth certificate of children, insurance, government records (1 photocopy each)	Government institutions such as PSA, GSIS, Pag-ibig, Philhealth
Pictures taken during the ceremony (1 original, 1 photocopy)	Contracting Parties, Photo Shop/Studio
<b>Under P.D. 1083</b>	
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons (1 original)	Notary Public
Accomplished Certificate of Marriage (4 original) - Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page	Imam  Notary public
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are Muslims	LCR Office, Imam
Registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public
Affidavit of the Solemnizing Officer or Contracting parties (1 original)	Notary Public
Two (2) documents showing date and place of marriage: e.g. birth certificate of children, insurance, government records (1 photocopy each)	Government institutions such as PSA, GSIS, Pag-ibig, Philhealth
Pictures taken during the ceremony (1 original, 1 photocopy)	Contracting Parties, Photo Shop/Studio
<b>Representative:</b>	
<b>With Marriage License</b>	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting parties
Valid Government ID Card of the person/s represented (contracting parties) (1 original,	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics



1 photocopy)	Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Valid Government ID Card of the representative (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons (1 original)	Notary Public
Accomplished Certificate of Marriage (4 original)	Trial Court, Church, Chapels, Officiating Ministers
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs or Muslims	LCR Office, Imam, Tribal Chief
Marriage License (1 set original, 1 set photocopy)	LCR Office where the one or both of the contracting parties is a resident
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court or Church (4 original)	Contracting parties, Notary public
Registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public
Affidavit of the Solemnizing Officer or Contracting parties (1 original)	Notary Public
Two (2) documents showing date and place of marriage: e.g. birth certificate of children, insurance, government records (1 photocopy each)	Government institutions such as PSA, GSIS, Pag-ibig, Philhealth
Pictures taken during the ceremony (1 original, 1 photocopy)	Contracting Parties, Photo Shop/Studio
<b>Under Article 34</b>	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting parties
Valid Government ID Card of the person/s represented (contracting parties) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the representative (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons (1 original)	Notary Public



Accomplished Certificate of Marriage (4 original) - Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page	Trial Court, Church, Chapels, Officiating Ministers  - Notary public
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs	LCR Office, Tribal Chief
Duly notarized Affidavit of Co-habitation executed by the contracting parties (4 original)	Notary public
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court or Church (4 original)	Contracting parties, Notary public
Copy of the registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public
Affidavit of the Solemnizing Officer or Contracting parties (1 original)	Notary Public
Two (2) documents showing date and place of marriage: e.g. birth certificate of children, insurance, government records (1 photocopy each)	Government institutions such as PSA, GSIS, Pag-ibig, Philhealth
Pictures taken during the ceremony (1 original, 1 photocopy)	Contracting Parties, Photo Shop/Studio
<b>Under P.D. 1083</b>	
Authorization Letter (1 original)	Imam, contracting parties
Valid Government ID Card of the person/s represented (contracting parties) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons (1 original)	Notary Public
Accomplished Certificate of Marriage (4 original) - Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page	Imam  Notary public
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are Muslims	LCR Office, Imam
Registered Pre-Nuptial Agreement, if	Notary public



applicable (1 photocopy)				
Affidavit of the Solemnizing Officer or Contracting parties (1 original)		Notary Public		
Two (2) documents showing date and place of marriage: e.g. birth certificate of children, insurance, government records (1 photocopy each)		Government institutions such as PSA, GSIS, Pag-ibig, Philhealth		
Pictures taken during the ceremony (1 original, 1 photocopy)		Contracting Parties, Photo Shop/Studio		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Certificate of Marriage (COM), and other required documents to the Registration Officer at the LCRO for review	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements.  1.1 Once reviewed, issue order of payment for Solemnization Fee.	None	11 Minutes	MARIA SOL D. RAMIREZ <i>Assistant Registration Officer (LCRO)</i>
2. Pay the necessary fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) for the Solemnization Fee.	<ul style="list-style-type: none"> <li>● Solemnization Fee – PHP 100</li> <li>● Computerization Fee – PHP 20</li> </ul>	5 Minutes	<i>Teller (CTO)</i>
3. Present OR to the Registration Officer/ Receiving Clerk at the LCRO.	3. Verify OR, receive and issue claim stub indicating the date and time of release.  3.1 File accepted application for the 10-day posting	None	10 Days	MARIA SOL D. RAMIREZ <i>Assistant Registration Officer (LCRO)</i>



	<p>period.</p> <p>3.2 Review and sign the COM.</p> <p>3.3 Assign/Inscribe registry number to the COM and segregate LCRO and PSA file copies and 2 copies for the solemnizing officer and contracting parties.</p>			<p>ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)</p> <p>MARIA SOL D. RAMIREZ <i>Assistant Registration Officer</i> (LCRO)</p>
4. On the date of release, present claim stub at the Local Civil Registry Office releasing window.	4. Verify the COM being claimed, and issue the two (2) copies of registered COM to the client.	None	1 Minute	MARIA SOL D. RAMIREZ <i>Assistant Registration Officer</i> (LCRO)
5. Claim the COM at the LCRO releasing window, and sign the logbook.	5. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	MARIA SOL D. RAMIREZ <i>Assistant Registration Officer</i> (LCRO)
<b>TOTAL:</b>		Solemnization Fee + Computerization Fee = PHP 120	10 Days and 19 Minutes	



## 67. Disaster Response and Relief Operations

The Pasay Social Welfare and Development Department responds to emergency and conducts relief operations during crisis situations.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Internally displaced persons, victims of crisis situations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the designated Evacuation Center and wait for the release of family card by the PSWDD.	1. Conduct intake interview and issue the family card to the client.	None	5 Minutes	ESTELA B. AZAS <i>Social Welfare Officer</i> <i>II/In-Charge</i> (Kalayaan Unit Office)  JULIETH S. DURIA <i>Social Welfare Officer</i> <i>II/In-Charge</i> (San Isidro Unit)  CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer</i> <i>I/In-Charge</i> (CAA 2 Unit Office)  ROCHELLE L. AÑONUEVO <i>Social Welfare Officer</i> <i>I/In-Charge (Sta. Clara 2 Unit)</i>  JESSA A. HENSON <i>Social Welfare Officer</i> <i>I/In-Charge</i> (Sta. Clara 1 Unit Office)  GEORGIA Y. ERIE <i>Social Welfare Officer</i> <i>II/In-Charge</i>





				<p>(San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I /In-Charge</i> (San Roque Unit Office)</p>
2. Claim the Relief Assistance at the designated Evacuation Center.	2. Release the relief assistance to the client.	None	5 Minutes  (waiting time for the release of the relief assistance may vary depending on	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p>



			the severity of the disaster)	<p>CHRISTINE ANN M. AGUINDADAO  <i>Social Welfare Officer I/In-Charge</i>  (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO  <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON  <i>Social Welfare Officer I/In-Charge</i>  (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE  <i>Social Welfare Officer II/In-Charge</i>  (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA  <i>Social Welfare Officer I/In-Charge</i>  (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO  <i>Social Welfare Officer II/In-Charge</i>  (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA  <i>Social Welfare Assistant/In-Charge</i>  (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ  <i>Social Welfare Officer I/In-Charge</i></p>
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				(San Rafael Unit Office)  KAREN J. RECARRO <i>Social Welfare Officer</i> <i>I/In-Charge</i> (CAA I Unit Office)  CES ANN U. VIRAY <i>Social Welfare Officer</i> <i>I/In-Charge</i> (San Roque Unit Office)
<b>TOTAL:</b>		None	10 Minutes (excluding waiting time for the release of relief assistance)	

### 68. Dissemination of Official Communication and Hotline 8888 Tickets to Concerned Barangay

Pasay City Barangay Bureau facilitates dissemination of official communications from government agencies and internal offices regarding complaints filed against barangay officials.

<b>Office or Division:</b>		Pasay City Barangay Bureau (PCBB)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Barangay Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None.	1. Prepare the memo addressed to concerned barangay re: received communications from government agencies and internal offices.	None	45 Minutes	ANNABEL M. CANQUE <i>Community Affairs Assistant I</i> (PCBB)  TERESITA M. SAMSON <i>Administrative Aide IV</i> (PCBB)



	<p>1.1 Sign the memo.</p> <p>1.2 Prepare copies of the signed memo including the necessary attachments thereof.</p> <p>1.3 Disseminate the signed memo including the necessary attachments to concerned field staff of PCBB.</p>			<p>MARVIN CAY M. DE MESA <i>Community Affairs Officer I</i> (PCBB)</p> <p>ENRIQUE S. PASCUAL III <i>Community Affairs Officer IV/Officer-in-Charge</i> (PCBB)</p> <p>ANTHONY D. BAUTISTA <i>Administrative Aide I</i> (PCBB)</p> <p>TERESITA M. SAMSON <i>Administrative Aide IV</i> (PCBB)</p>
2. Receive the signed memo including the necessary attachments from the field staff of PCBB.	2. Secure the receiving copy of the signed memo including the necessary attachments and maintain a copy thereof for future file/reference.	None	15 Minutes	RHODA B. CHING <i>Administrative Aide I</i> (PCBB)
<b>TOTAL:</b>		None	1 Hour	



## 69. Educational Assistance

The Office of the City Vice Mayor provides educational assistance to currently enrolled Pasay City students.

<b>Office or Division:</b>	Office of the City Vice Mayor (OCVM)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	High school and College Pasayeño students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Application Form (1 original): - Application Form - Information/details in the form		OCVM Requesting Party		
Barangay Clearance/Certificate (1 original)		Barangay Hall		
Letter Request (1 original)		Requesting Party		
Valid Government ID Card of the Requesting Party (1 original)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Certificate of Eligibility from the City Social Welfare and Development Office (1 original)		Pasay Social Welfare Department		
Voter's ID Card (for 18 years old and above students) (1 photocopy)		COMELEC		
Grades Certification with GWA of 80% and above (or 2.5 and above for College Students) and with no failing grades, incomplete, or dropped subjects (1 photocopy)		DepEd or CHED Accredited Schools		
Proof of Enrollment (1 photocopy)		DepEd or CHED Accredited Schools		
Course Curriculum (if already available from the school (1 photocopy)		DepEd or CHED Accredited Schools		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the Educational Assistance Section of the OCVM.	1. Review and verify completeness of requirements.  1.1. Inform the client of the schedule of	None	15 Minutes	JUVY B. CELOS <i>Clerk II</i> (OCVM)



	Releasing of Educational Assistance thru SMS or phone call.			
2. Claim the financial assistance based on the given schedule and venue thereof.	2. Release the financial assistance to the requesting party.	None	2 Hours (includes waiting time)	<i>Releasing Staff (City Treasurer/s Office)</i>
<b>TOTAL</b>		None	2 Hours and 15 Minutes	

## 70. Educational Financial Assistance Program-Travel City Scholar Private/Semi Private Schools (New/Renewal)

The Pasay City Barangay Bureau processes application for financial assistance on tuition fees for High School and College Students in Public or Private Schools, Colleges and Universities, provided under City Ordinance No. 5696 Series of 2015.

<b>Office or Division:</b>	Pasay City Barangay Bureau (PCBB)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	High School and College Students in Public or Private Schools, Colleges and Universities	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>NEW APPLICATION</b>		
<b>Principal</b>		
Government Issued Identification Card (1original, photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC	
Duly Accomplished Application Form: - Form (1 original) - Details/information to be indicated in the application form	PCBB  Applicant	
Barangay Certificate of Residency (1 original)	Barangay Hall	
Voter's ID Card (1 photocopy) - Guardian/Parents (if High School Student)	COMELEC	



- Student/Applicant (if College Student)	
Certified True Copy of Grades 80% and above (1 photocopy) - High School - College	DEP-Ed Accredited Schools CHED Accredited Schools/Universities/Colleges
Personal letter to the City Mayor (1 original)	Applicant
Proof of Enrollment: (1 photocopy) (Certificate of Registration [COM], Official Receipt [OR], Certificate of Enrollment [COE], Certificate of Matriculation [COM]) - High School - College	DEP-Ed Accredited Schools CHED Accredited Schools/Universities/Colleges
Certificate of Eligibility (1 original)	Pasay Social Welfare and Development (PSWD)
<b>Representative:</b>	
Authorization letter (1 original)	Person Represented (Applicant)
Government Issued Identification Card of the Person Represented (1 original, photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Government Issued Identification Card of the Representative (1 original, 1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Duly Accomplished Application Form: - Form (1 original) - Details/information to be indicated in the application form	PCBB Person Represented (Applicant)
Barangay Certificate of Residency (1 original)	Barangay Hall
Voter's ID Card (1 photocopy) - Guardian/Parents (if High School Student) - Student/Applicant (if College Student)	Commission on Elections (COMELEC)
Certified True Copy of Grades 80% and above (1 photocopy) - High School - College	DEP-Ed Accredited Schools CHED Accredited Schools/Universities/Colleges
Personal letter to the City Mayor (1 original)	Person Represented (Applicant)
Proof of Enrollment: (1 photocopy) (Certificate of Registration [COM], Official Receipt [OR], Certificate of Enrollment [COE], Certificate of Matriculation [COM]) - High School	DEP-Ed Accredited Schools



- College	CHED Accredited Schools/Universities/Colleges
Certificate of Eligibility (1 original)	PSWD
<b>RENEWAL OF APPLICATION</b>	
<b>Principal</b>	
Government Issued Identification Card (1original, photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Duly Accomplished Application Form: - Renewal Form (1 original) - Details/information to be indicated in the application form	PCBB Person Represented (Applicant)
Certified True Copy of Grades 80% and above (1 photocopy) - High School - College	DEP-Ed Accredited Schools CHED Accredited Schools/Universities/Colleges
Proof of Enrollment: (1 photocopy) (COR, OR, COE, COM) - High School - College	DEP-Ed Accredited Schools CHED Accredited Schools/Universities/Colleges
<b>Representative</b>	
<i>Note: Representative during the releasing is at the sole discretion of the City Treasurer's Office.  Restriction for any third party representative:  ONLY parent/guardian is allowed as representative. Employee of Pasay City Hall may be allowed as representative provided he/she is first degree relative of the student/applicant.</i>	
Authorization letter (1 original)	Person Represented (Applicant)
Government Issued Identification Card of the Person Represented (1original, photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Government Issued Identification Card of the Representative (1original, 1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Duly Accomplished Application Form: - Renewal Form (1 original) - Details/information to be indicated in the application form	PCBB Person Represented (Applicant)
Certified True Copy of Grades 80% and	





above (1 photocopy) - High School - College		DEP-Ed Accredited Schools CHED Accredited Schools/Universities/Colleges		
Proof of Enrollment: (1 photocopy) (COR, OR, COE, COM) - High School - College		DEP-Ed Accredited Schools CHED Accredited Schools/Universities/Colleges		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements together with the duly accomplished application form to the assigned personnel of the PCBB.	1. Receive and evaluate of submitted requirements.	None	5 Minutes	MARCIAL A. TUAZON JR. <i>Administrative Aide I</i> (PCBB)  EDWIN B. PALMOS <i>Administrative Aide I</i> (PCBB)  RHODERICK L. PATIO <i>Administrative Aide I</i> (PCBB)  EVA JEANNETTE E. GALGAO <i>Administrative Aide I</i> (PCBB)
	1.1 Include the applicant's name in Travel City Scholar's Official List.	None	10 Minutes	ROSANNA M. CELLE <i>Community Affairs Assistant II/ Supervisor for Educational Assistance</i> (PCBB)
	1.2 Approve and include the name of applicant for payroll.	None	10 Minutes	



2. Claim the financial assistance to the assigned personnel of CTO.	2. Release the financial assistance to the client.	None	5 Minutes	Cashier (CTO)
<b>TOTAL:</b>		None	30 Minutes	

## 71. Emergency Response Operations

The Pasay City Disaster Risk Reduction and Management Office provides emergency medical services/pre-hospital care to reported emergency cases within the City of Pasay.

<b>Office or Division:</b>		Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Dial emergency hotline numbers and state concern to the receiver of the call: <ul style="list-style-type: none"> <li>a. 8551-7777</li> <li>b. 8833-8512</li> <li>c. 8556-5516</li> <li>d. 09054939111</li> <li>e. 09178005186</li> </ul> 1.1 Provide the necessary information asked by the receiver of the call.	1. Accept the call, note the details thereof, and prepare for the dispatch. <ul style="list-style-type: none"> <li>1.1 Gather and note the data/details provided by the caller such as:               <ul style="list-style-type: none"> <li>a. Name and contact number of client.</li> <li>b. Nature of illness or mechanism of injury.</li> <li>c. Exact location of the incident</li> </ul> </li> </ul>	None	2 Minutes	<i>Dispatch Officer</i> (Operations and Warning Division PCDRRMO)  <i>Any PCDRRMO Personnel</i> (Operations and Warning Division PCDRRMO)



<p>1. 2 Wait and monitor the response of the PCDRRMO on the incident based on the provided information thereof.</p>	<p>and number of person/s involved.</p> <p>d. Current status of person/s involved.</p> <p>e. Other pertinent information needed.</p> <p>1.2 Dispatch the appropriate response teams and resources.</p> <p>1.2.1 Prepare necessary protective gears, equipment and supplies needed for the incident.</p> <p>1.3 Response Team to proceed to the location of the incident.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Minute</p> <p>1 Minute</p> <p>5 Minutes</p>	<p><i>Dispatch Officer</i> (Operations and Warning Division PCDRRMO)</p> <p><i>Team Leader and Responders</i> (Operations and Warning Division PCDRRMO)</p> <p><i>Team Leader, Transport Officer and Responders</i> (Operations and Warning Division PCDRRMO)</p>
<p>2. None</p>	<p>2. Arrive at the scene and survey or assess the situation then identify if the scene calls to:</p> <p>a. "Stay and Play"</p> <p>b. "Load and Go"</p> <p>c. Refusal of Care</p> <p>2. 1 Manage the</p>	<p>None</p> <p>None</p>	<p>1 Minute</p> <p>5 Minutes</p>	<p><i>Team Leader, Transport Officer and Responders</i> (Operations and Warning Division PCDRRMO)</p> <p><i>Team Leader, Transport Officer</i></p>



	<p>incident, as needed.</p> <p>2.1.1 Prepare and accomplish Patient's Chart/s</p> <p>2.1.2 Provide necessary management pre-hospital care.</p> <p>2. 3 Transfer the patient to a Health Care Facility.</p> <p>2.3.1 Make an advance call to the receiving emergency department of the Health Care Facility (HCF) for endorsement.</p>	None	5 Minutes	<p><i>and Responders (Operations and Warning Division PCDRRMO)</i></p> <p><i>Team Leader, Transport Officer and Responders (Operations and Warning Division PCDRRMO)</i></p>
3. None	<p>3. Endorse the patient to the Triage Nurse/Nurse-on-Duty/Medical Officer-on-Duty of HCF for status/condition and other necessary information of the patient/s.</p> <p>3.1 Ensure the patient/s' chart/s is/are signed by attending HCF personnel for confirmation of</p>	None	3 Minutes	<p><i>Team Leader/ Responder (Operations and Warning Division, PCDRRMO)</i></p> <p><i>Team Leader / Responder (Operations and Warning Division, PCDRRMO)</i></p>
		None	2 Minutes	



	delivery of care and patient/s endorsement.  3.2 Demobilization of the responders	None	2 Minutes	<i>Team Leader</i> (Operations and Warning Division, PCDRMO)
<b>TOTAL:</b>		None	27 Minutes	

Note: Response time may vary based on the traffic situation and location of the incident, gravity of injury and other factors which might affect the process thereof.

## 72. Engineering Permit Application (Excavation Permit)

Owners of residential, commercial, industrial and institutional buildings shall secure Excavation Permit from the City Engineer's Office/Office of the Building Official prior to installation/excavation for the following undertakings:

1. MWSS Water Service Connection
2. MERALCO, Smart, PLDT, Pole Installation

<b>Office or Division:</b>	City Engineer's Office/Building Official of Pasay City	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b><i>Excavation Permit for Maynilad Service Connection</i></b>		
<b>Principal:</b>		
Any Valid Government Identification Card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election	



	(COMELEC), Land Transportation Office (LTO)
Endorsement letter (1 original)	Maynilad
Sketch/Location of Site (1 original, 1 photocopy)	Maynilad
Barangay Clearance (1 original, 1 photocopy)	Office of the Barangay which has jurisdiction in the area or location of site.
<b>Representative:</b>	
Authorization letter (1 original and 1 photocopy)	Person Represented (Building Owner)
Any Valid Government Identification Card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Valid Government Identification Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Endorsement letter (1 original)	Maynilad
Sketch/Location of Site (1 original, 1 photocopy)	Maynilad
Barangay Clearance (1 original, 1 photocopy)	Office of the Barangay which has jurisdiction in the area or location of site.
<b>Excavation Permit for Maynilad Distribution System</b>	
<b>Principal:</b>	
Any Valid Government Identification Card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Endorsement letter (1 original)	Maynilad
Sketch/Location of Site (1 original, 1 photocopy)	Maynilad
Barangay Clearance (1 original, 1 photocopy)	Office of the Barangay which has jurisdiction in the area or location of site.
Traffic Clearance, if applicable (1 original, 1 photocopy)	Pasay Traffic and Parking Management Office
Signed and sealed Detailed Plans (1 original, 1 photocopy)	Maynilad Engineers and Contractor
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
<b>Representative:</b>	
Authorization letter (1 original and 1 photocopy)	Person Represented (Building Owner)
Any Valid Government Identification Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC,



the person represented (Building Owner) (1 original)	LTO
Any Valid Government Identification Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Endorsement letter (1 original)	Maynilad
Sketch/Location of Site (1 original, 1 photocopy)	Maynilad
Barangay Clearance (1 original, 1 photocopy)	Office of the Barangay which has jurisdiction in the area or location of site.
Traffic Clearance, if applicable (1 original, 1 photocopy)	Pasay Traffic and Parking Management Office
Signed and sealed Detailed Plans (1 original, 1 photocopy)	Maynilad Engineers and Contractor
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
<b><i>Meralco, PLDT, Smart/Globe/Sun Pole Attachment Installation</i></b>	
<b>Principal:</b>	
Any Valid Government Identification Card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Endorsement letter (1 original)	Meralco, PLDT, Smart/Globe/Sun
Sketch/Location of Site (1 original, 1 photocopy)	Meralco, PLDT, Smart/Globe/Sun
Barangay Clearance (1 original, 1 photocopy)	Office of the Barangay which has jurisdiction in the area or location of site.
Traffic Clearance, if applicable (1 original, 1 photocopy)	Pasay Traffic and Parking Management Office
Signed and sealed Detailed Plans (1 original, 1 photocopy)	Engineers of the Service Provider
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
<b>Representative:</b>	
Authorization letter (1 original and 1 photocopy)	Person Represented (Building Owner)
Any Valid Government Identification Card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Valid Government Identification Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



Endorsement letter (1 original)		Meralco, PLDT, Smart/Globe/Sun		
Sketch/Location of Site (1 original, 1 photocopy)		Meralco, PLDT, Smart/Globe/Sun		
Barangay Clearance (1 original, 1 photocopy)		Office of the Barangay which has jurisdiction in the area or location of site.		
Traffic Clearance, if applicable (1 original, 1 photocopy)		Pasay Traffic and Parking Management Office		
Signed and sealed Detailed Plans (1 original, 1 photocopy)		Engineers of the Service Provider		
Contractor's All Risk Policy Insurance with Official Receipt (1 original)		Any Insurance Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to Room 315 (Office of the City Engineer)	1. Receive and evaluate submitted application together with the complete requirements.  1.1 Inform the client about the schedule of inspection.	None	15 Minutes	ENGR. SALVADOR T. VILLARIN III <i>Engineer IV</i> (OSSCPAS, CEO/OBO)  or ENGR. JERSON VINCENT T. TECSON <i>Engineer I</i> (OSSCPAS, CEO/OBO)
1.1 Be available during the inspection.	1.2 Conduct Site Inspection based on the availability of the applicant, accomplish assessment form, and encode fees in the system.	None	3 Days	ENGR. SALVADOR T. VILLARIN III <i>Engineer IV</i> (OSSCPAS, CEO/OBO)  or ENGR. JERSON VINCENT T. TECSON





	1.2.1 Prepare Inspection Report, review and approve assessment form.	None	3 Days	<p><i>Engineer I</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)</p> <p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. SALVADOR T. VILLARIN III <i>Engineer IV</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>ENGR. JERSON VINCENT T. TECSON <i>Engineer I</i> (OSSCPAS, CEO/OBO)</p>
1.3 Claim Order of Payment at the Building Permit One Stop Shop (BPOSS) .	1.3 Issue Order of Payment together with Excavation Permit signed by Inspector and City Engineer.	None	15 Minutes	<p>ENGR. SALVADOR T. VILLARIN III <i>Engineer IV</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>ENGR. JERSON VINCENT T. TECSON <i>Engineer I</i> (OSSCPAS, CEO/OBO)</p>
2. Pay required amount of fees at the BPOSS.	2. Issue the Official Receipt.	PF + EPF + RD + MD	5 Minutes	<i>Cashier</i> (OSSCPA)
3. Proceed to releasing area and claim the approved	3. Assign excavation number and	None	10 Minutes	ENGR. SALVADOR T. VILLARIN III



Excavation Permit.	Release Excavation Permit.			<i>Engineer IV,</i> (OSSCPAS, CEO/OBO)  or  ENGR. JERSON VINCENT T. TECSON <i>Engineer I,</i> (OSSCPAS, CEO/OBO)
	<b>TOTAL</b>	PF + EPF + RD + MD	6 Days and 45 Minutes	

\*Legend:

PF (Processing Fee) + EPF (Excavation Permit Fee) + RD (Restoration Deposit) + MD (Maintenance Deposit)

## SCHEDULE OF FEES

### 1. Processing Fee (PF)

For House and Pole Connection	PHP 300.00
For all other excavations	PHP 500.00

### 2. Excavation Permit Fee (EPF)

Underground Utility Lines For a maximum width of trench of 0.50 m.	
First 50 linear meter length of excavation and below	PHP 500.00
Over 50 linear meter length of excavation	PHP 15.00/l.m.
For road concreting/blocking and asphalt pavement	PHP 6.25/sq.m.
For installation of wooden/concrete Utility poles	PHP 100.00/pole
In excess of 0.50 m. width of trench	PHP 20.00/l.m.

### 3. Restoration Deposit (RD)

a. Concrete Pavement	Per square meter of fraction thereof
a.1) 9" thickness	PHP 950.00



a.2) 8" thickness	PHP 863.00
a.3) 7" thickness	PHP 784.00
a.4) 6" thickness	PHP 712.00
a.5) 4" thickness	PHP 588.00
b. Asphalt Pavement	PHP 520.00
c. Macadam Pavement	PHP 400.00
d. Curb and Gutter	PHP 400.00
e. Concrete Pavement	PHP 588.00

#### 4. Maintenance Deposit (MD)

a. Concrete Pavement	Per square meter of fraction thereof
a.1) 9" thickness	PHP 238.00
a.2) 8" thickness	PHP 216.00
a.3) 7" thickness	PHP 196.00
a.4) 6" thickness	PHP 178.00
a.5) 4" thickness	PHP 147.00
b. Asphalt	PHP 130.00
c. Macadam Pavement	PHP 50.00
d. Curb and Gutter	PHP 100.00
e. Concrete Pavement	PHP 588.00

### 73. Enrollment of New Students under BS Nursing Course

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the BS-Nursing course for the 1<sup>st</sup> & 2<sup>nd</sup> Semesters of every Academic Year.

#### *Pasay City Residents:*

<b>Office or Division:</b>	City University of Pasay (CUP)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Pasay City residents, considered as new students who passed the entrance examination under the BS Nursing course for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
F138/F137 or Transcript of Records (TOR) (1 original)	Last Attended DEP-Ed or CHED Accredited School
Barangay Clearance (1 original)	Barangay Hall



Voter's ID Card or Voter's Certificate (1 photocopy)		COMELEC NCR 4th District		
2x2 colored ID picture (4 pcs.)		From any Photo Shop		
Certificate of Good Moral Character (1 original)		Last Attended DEP-Ed or CHED Accredited School		
Birth Certificate (1 photocopy)		Philippine Statistics Authority (PSA)		
Medical Exam Result (1 original)		Pasay City General Hospital/or other Department of Health (DOH) Accredited Hospitals or Clinics		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to Pasay City General Hospital (PCGH) or any DOH accredited hospitals or clinics for the Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	<i>Physician in-Charge</i> (PCGH)  or  <i>Physician in-Charge</i> (DOH Accredited Hospital or Clinic)
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook  3.1 Present your COM to the assigned	3. Prepare the lists of class sections and the corresponding students' names for each section.  3.1 Approve and sign the COM after checking	None	10 Minutes	IRIS C. CASTILLON <i>Associate Professor II/ College Dean</i> (College of Nursing and Midwifery, CUP)



personnel thereat, for checking and approval of the College Dean.	the data written thereto.			
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or the Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor</i> <i>I/P.E. and NSTP</i> <i>Director</i> (CUP)
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	<i>Central Student Council</i> <i>President</i> (CUP)
6. Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	6. Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	PROF. KENNETH NYL C. ORESKO <i>Guidance Services Specialist II/Dean</i> (Office of Student Affairs, CUP)
7. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	7. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV</i> (Computer Laboratory, CUP)
8. Proceed to the CUP	8. Issue Official	PHP 150	2 Minutes	JAIME C. DILIG JR.



Cashier's Office for the payment of tuition fees.	Receipt (OR) to the student.	per Unit		<i>Revenue Collection Clerk II</i> Cashier (CUP)
9. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	9. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  9.1 Issue the corresponding number of class cards to the students.	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
10. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	10. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON <i>Associate Professor II/ College Dean</i> (College of Nursing and Midwifery, CUP)
<b>TOTAL:</b>		CSC Membership Fee: PHP 100  +  PHP 150.00/unit	3 Days and 55 Minutes	



	=		
	N (tuition fees, excluding medical exam fees)		

**Non-Pasay City Residents:**

<b>Office or Division:</b>	City University of Pasay (CUP)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Non-Pasay City residents, considered as new students who passed the entrance examination under the BS-Nursing course for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
F138/F137 or Transcript of Records (TOR) (1 original)	Last Attended DEP-Ed or CHED Accredited School
Certificate of Good Moral Character (1 original)	Last Attended DEP-Ed or CHED Accredited School
Honorable Dismissal (1 original)	Last Attended DEP-Ed or CHED Accredited School
Birth Certificate (1 photocopy)	Philippine Statistics Authority (PSA)
Medical Exam Result (1 original)	Pasay City General Hospital/or other DOH Accredited Hospitals or Clinics

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to Pasay City General Hospital (PCGH) or any DOH accredited hospitals or clinics for the	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	<i>Physician in-Charge</i> (PCGH)  or



Medical Examination.				<i>Physician in-Charge</i> (DOH Accredited Hospital or Clinic)
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook.  3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3. Prepare the lists of class sections and the corresponding students' names for each section.  3.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	IRIS C. CASTILLON <i>Associate Professor II/ College Dean</i> (College of Nursing and Midwifery, CUP)
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor I/ P.E. and NSTP Director</i> (CUP)
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	<i>Central Student Council President</i> (CUP)
6. Proceed to the CUP Computer	6. Encode all the necessary	None	5 Minutes	CATHERINE M. SUMALDE





Laboratory for the assessment of tuition fees.	information in the Student's COM; then, issue the corresponding printout of assessment of fees.			<i>Administrative Assistant IV (Computer Laboratory, CUP)</i>
7. Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue Official Receipt (OR) to the student.	PHP450 per unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>
8. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	8. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  8.1 Issue the corresponding number of class cards to the student.	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I (Registrar's Office, CUP)</i>
9. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	9. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON <i>Associate Professor II/ College Dean (College of Nursing and Midwifery)</i>



				CUP)
		CSC Membership Fee: PHP 100	3 Days and 50 Minutes	
		+		
	<b>TOTAL:</b>	PHP 450/unit		
		=		
		N (tuition fees, excluding medical exam fees)		

#### 74. Enrollment of New Students under Master's Degree and Law Courses

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the Master's Degree and Law courses for the 1<sup>st</sup>& 2<sup>nd</sup> Semesters of every Academic Year.

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All College Graduates, considered as new students who passed the entrance examination under the Master's Degree and Law for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transcript of Records (TOR) (1 original)		From the Last Attended CHED Accredited School/College/University		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present TOR to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted TOR and issue a New Certification of	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)



	Matriculation (COM).			
2. Proceed to CUP respective Dean's Office, and record your year and section in the Dean's Logbook.  2.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	2. Prepare the lists of class sections and the corresponding students' names for each section.  2.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/Dean</i> (Juris Doctor/Law, CUP)  DR. ROMULO E. NAVARRA <i>Dean</i> (Graduate Studies, CUP)
3. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	3. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV</i> (Computer Laboratory, CUP)
4. Proceed to the CUP Cashier's Office for the payment of tuition fees.	4. Issue Official Receipt (OR) to the student.	MAED, MPG, TCP = PHP 350 per unit  JD/Law = PHP 450 per unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II</i> Cashier (CUP)
5. Present Official Receipt (OR) together with	5. Stamp "Enrolled" and "T" (" <i>T</i> " means	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i>



COM to the assigned personnel of CUP Registrar's Office.	<p><i>that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.</i></p> <p>5.1 Issue the corresponding number of class cards to the students.</p>			(Registrar's Office, CUP)
6. Submit COM Dean's Copy to the CUP concerned Dean's Office.	6. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	<p>ATTY. SEVERO C. MADRONA JR.  <i>City Legal Officer II/ Dean</i>          (Juris Doctor/Law, CUP)</p> <p>DR. ROMULO E. NAVARRA  <i>Dean</i>          (Graduate Studies, CUP)</p>
<b>TOTAL:</b>		<p>MAED, MPG, TCP = PHP 350/unit</p> <p>JD/Law = PHP 450/unit</p>	35 Minutes	

**Legend:**

**MAED** – Master in Education

**MPG** – Master in Public Governance



**TCP** – Teaching Certificate Program  
**JD** – Juris Doctor

## 75. Enrollment of New Students

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the university courses for the 1<sup>st</sup> & 2<sup>nd</sup> Semesters of every Academic Year.

### ***Pasay City Residents:***

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pasay City residents, considered as new students who passed the entrance examination under the university courses for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 138/137 or Transcript of Records (1 original)		Last Attended DEP-Ed or CHED Accredited School		
Barangay Clearance (1 original)		Barangay Hall		
Voter's ID Card or Voter's Certificate (1 photocopy)		COMELEC NCR 4th District		
2x2 colored ID picture (4 pcs.)		From any Photo Shop/Centre		
Certificate of Good Moral Character (1 original)		Last Attended DEP-Ed or CHED Accredited School		
Birth Certificate (1 photocopy)		Philippine Statistics Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to CUP of	2. Prepare the	None	10 Minutes	ENGR. MARCOS



<p>concerned College Dean's Office, and record your year and section in the Dean's Logbook.</p> <p>2.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.</p>	<p>lists of class sections and the corresponding students' names for each section.</p> <p>2.1 Approve and sign the COM after checking the data written thereto.</p>		<p>B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)</p> <p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/College Dean</i> (College of Business Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor I/College Dean</i> (College of Office Administration and Computer Technology, CUP)</p> <p>PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor</i></p>
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				<i>I/College Dean (College of Education, CUP)</i>
3. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or the Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	3. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor I/P.E. and NSTP Director (CUP)</i>
4. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	4. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	<i>Central Student Council President (CUP)</i>
5. Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	5. Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	PROF. KENNETH NYL C. ORESKO <i>Guidance Services Specialist II/Dean (Office of Student Affairs, CUP)</i>
6. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV (Computer Laboratory, CUP)</i>
7. Proceed to the	7. Issue Official	ACT, BSBA,	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection</i>



<p>CUP Cashier's Office for the payment of tuition fees.</p>	<p>Receipt (OR) to the student.</p>	<p>BPG, BSE, BSOA, BEED, BPA –  PHP 100 per unit</p>		<p>Clerk II Cashier (CUP)</p>
<p>8. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.</p>	<p>8. Stamp "Enrolled" and "T" (<i>"T" means that the information in the COM has been noted and recorded</i>) on the presented COM; after which, return it to the student.  8.1 Issue the corresponding number of class cards to the students.</p>	<p>None</p>	<p>3 Minutes</p>	<p>MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)</p>
<p>9. Submit the COM Dean's Copy to concerned Dean's Office.</p>	<p>9. Receive and secure the COM for future file/reference; and advise the student to return on class opening.</p>	<p>None</p>	<p>5 Minutes</p>	<p>ENGR. MARCOS B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)  ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/College Dean</i> (College of Business)</p>





				<p>Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor</i> <i>//College Dean</i> (College of Office Administration and Computer Technology, CUP)</p> <p>PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor</i> <i>//College Dean</i> (College of Education, CUP)</p>
		<p>CSC Membership Fee = PHP 100</p> <p>+</p> <p>PHP 100/unit</p> <p>=</p>	55 Minutes	
<b>TOTAL:</b>				



	N (Tuition Fees)		
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**Non-Pasay City Residents:**

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Non-Pasay City residents, considered as new students who passed the entrance examination under the university courses for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
F138/F137 or TOR (1 original)		Last Attended DEP-Ed or CHED Accredited School		
Barangay Clearance (1 original)		Barangay Hall		
2x2 colored ID picture (4 pcs.)		From any Photo Shop		
Certificate of Good Moral Character (1 original)		Last Attended DEP-Ed or CHED Accredited School		
Birth Certificate (1 photocopy)		Philippine Statistics Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to CUP concerned College Dean's Office, and record your year and section in the Dean's Logbook.  2.1 Present your	2. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	ENGR. MARCOS B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)



<p>COM to the assigned personnel thereat, for checking and approval of the College Dean.</p>	<p>2.1 Approve and sign the COM after checking the data written thereto.</p>			<p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ College Dean</i> (College of Business Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor I/College Dean</i> (College of Office Administration and Computer Technology, CUP)</p> <p>PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor I/College Dean</i> (College of Education, CUP)</p>
<p>3. Proceed to Room</p>	<p>3. Record the</p>	<p>None</p>	<p>10 Minutes</p>	<p>JERRY A.</p>



307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.			VILLANUEVA Assistant Professor II/ P.E. and NSTP Director (CUP)
4. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	4. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
5. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	5. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
6. Proceed to the CUP Cashier's Office for the payment of tuition fees.	6. Issue Official Receipt (OR) to the student.	ACT, BSBA, BPG, BSE, BSOA, BEED = PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
7. Present Official Receipt (OR) together with COM	7. Stamp "Enrolled" and "T" ("T" means	None	3 Minutes	MARIO L. CASTELO Administrative



<p>to the assigned personnel of CUP Registrar's Office.</p>	<p><i>that the information in the COM has been noted and recorded</i>) on the presented COM; after which, return it to the student.</p> <p>7.1 Issue the corresponding number of class cards to the students.</p>			<p><i>Officer I</i> (Registrar's Office, CUP)</p>
<p>8. Submit the COM Dean's Copy to concerned College Dean's Office.</p>	<p>8. Receive and secure the COM for future file/reference; and advise the student to return on class opening.</p>	<p>None</p>	<p>5 Minutes</p>	<p>ENGR. MARCOS B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)</p> <p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ College Dean</i> (College of Business Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business</p>



				Administration, CUP)  DR. MARIBEL R. GABUAT <i>Assistant          Professor          I/College Dean</i> (College of Office Administration and Computer Technology, CUP)  PROF. MELVIN M. CRISOSTOMO <i>Assistant          Professor          I/College Dean</i> (College of Education, CUP)
		CSC Membership Fee: PHP 100  +  PHP 150/unit  =  N (Tuition Fees)	50 Minutes	
		<b>TOTAL:</b>		

**Legend:**

**ACT** – Associate in Computer Technology



- BSBA** – Bachelor of Science in Business Administration
- BPG** – Bachelor in Public Governance
- BSE** – Bachelor in Secondary Education
- BSOA** – Bachelor of Science in Office Administration
- BEED** – Bachelor in Elementary Education

## 76. Enrollment of Old Students under BS Nursing Course

The City University of Pasay processes the enrollment of former, returning, and re-enrollee students under the BS Nursing course for the 1<sup>st</sup> & 2<sup>nd</sup> Semesters of every Academic Year.

### ***Pasay City Residents:***

<b>Office or Division:</b>		City University of Pasay (CUP)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Pasay City residents, considered as former, returning, and re-enrollee students under the BS Nursing course for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely Signed Clearance (1 original)		CUP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely signed clearance to the assigned personnel at the CUP Registrar's Office	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to Pasay City General Hospital (PCGH) or any DOH Accredited hospital or clinic for the Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	<i>Physician in-Charge</i> (PCGH)  or  <i>Physician in-Charge</i> (DOH Accredited)



				Hospital or Clinic)
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook.  3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3. Prepare the lists of class sections and the corresponding students' names for each section.  3.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	IRIS C. CASTILLON <i>Associate Professor II/ College Dean</i> (College of Nursing and Midwifery, CUP)
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor I/ P.E. and NSTP Director</i> (CUP)
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	<i>Central Student Council President</i> (CUP)
6. Proceed to the Office of	6. Issue the needed form to be used by	None	5 Minutes	PROF. KENNETH NYL C. ORESKO





Student Affairs (OSA) for the issuance of Financial Assistance Form.	the student for financial assistance.			<i>Guidance Services Specialist II/Dean (Office of Student Affairs, CUP)</i>
7. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	7. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV (Computer Laboratory, CUP)</i>
8. Proceed to the CUP Cashier's Office for the payment of tuition fees.	8. Issue Official Receipt (OR) to the student's.	PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>
9. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	9. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  9.1 Issue the corresponding number of class cards to the students.	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I (Registrar's Office, CUP)</i>
10. Submit the COM Dean's Copy to BS Nursing College Dean's	10. Receive and secure the COM for future file/reference,	None	5 Minutes	IRIS C. CASTILLON <i>Associate Professor II/</i>



Office.	and advise the student to return on class opening.			College Dean (College of Nursing and Midwifery, CUP)
<b>TOTAL:</b>		CSC Membership Fee: PHP 100  +  PHP 150/unit  =  N (Tuition Fees, excluding medical exam fees)	3 days and 47 Minutes	

**Non-Pasay City Residents:**

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Non-Pasay City residents, considered as former, returning, and re-enrollee students under the BS Nursing course for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely Signed Clearance (1 original)		CUP Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present completely signed clearance to the assigned personnel at the CUP Registrar's	1. Check the completeness and veracity of submitted clearance, and issue a New	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)



Office.	Certification of Matriculation (COM).			
2. Proceed to Pasay City General Hospital (PCGH) or any DOH Accredited hospital or clinic for the Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	<i>Physician in-Charge (PCGH)</i>  or  <i>Physician in-Charge (DOH Accredited Hospital or Clinic)</i>
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook  3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3. Prepare the lists of class sections and the corresponding students' names for each section.  3.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	IRIS C. CASTILLON <i>Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)</i>
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor I/ P.E. and NSTP Director (CUP)</i>



secure your class schedule thereof.				
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
6. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV Computer Laboratory (CUP)
7. Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue Official Receipt (OR) to the student's.	PHP 450 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
8. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	8. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  8.1 Issue the corresponding number of class cards to the students.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)



9. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	9. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON <i>Associate Professor II/ College Dean</i> (College of Nursing and Midwifery, CUP)
<b>TOTAL:</b>		CSC Membership Fee: PHP 100  +  PHP 450/unit  =  N (Tuition Fees, excluding medical exam fees)	3 Days and 42 Minutes	

## 77. Enrollment of Old Students under Master's Degree and Law Courses

The City University of Pasay processes the enrollment of former, returning, and re-enrollee Students of CUP under the Master's Degree and Law courses for the 1<sup>st</sup> & 2<sup>nd</sup> Semesters of every Academic Year.

<b>Office or Division:</b>	City University of Pasay (CUP)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Former, returning, and re-enrollee students of CUP under the Master's Degree and Law courses for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semester of every Academic Year.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Completely Signed Clearance (1 original)	CUP Cashier's Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present completely signed clearance to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to CUP respective Dean's Office, and record your year and section in the Dean's Logbook.  2.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	2. Prepare the lists of class sections and the corresponding students' names for each section.  2.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ Dean</i> (Juris Doctor/ Law, CUP)  DR. ROMULO E. NAVARRA <i>Dean</i> (Graduate Studies, CUP)
3. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	3. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	3 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV</i> (Computer Laboratory, CUP)
4. Proceed to the CUP Cashier's Office for the payment of tuition fees.	4. Issue Official Receipt (OR) to the student's.	MAED, MPG, TCP = PHP 350/unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II</i> Cashier (CUP)



		JD/Law = PHP 450/unit		
5. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	5. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  5.1 Issue the corresponding number of class cards to the students.	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
6. Submit COM Dean's Copy to the CUP Respective Dean's Office.	6. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ Dean</i> (Juris Doctor/ Law, CUP)  DR. ROMULO E. NAVARRA <i>Dean</i> (Graduate Studies, CUP)
<b>TOTAL:</b>		MAED, MPG, TCP = PHP 350/unit  JD/Law =	24 Minutes	



	PHP 450/unit		
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**Legend:**

- MAED** – Master of Arts in Education
- MPG** – Master in Public Governance
- TCP** – Teaching Certificate Program
- JD** – Juris Doctor

## 78. Enrollment of Old Students

The City University of Pasay processes the enrollment of former, returning, and re-enrollee students under the university courses for the 1<sup>st</sup> & 2<sup>nd</sup> Semesters of every Academic Year.

***Pasay City Residents:***

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pasay City residents, considered as former, returning, and re-enrollee students under the university courses course for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely Signed Clearance (1 original)		CUP Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present completely signed clearance to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to CUP concerned College Dean's Office, and record your year and	2. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	ENGR. MARCOS B. GERONGA <i>Associate Professor II/ College Dean</i>





<p>section in the Dean's Logbook.</p> <p>2.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.</p>	<p>2.1 Approve and sign the COM after checking the data written thereto.</p>			<p>(College of Arts and Sciences. CUP)</p> <p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ College Dean</i> (College of Business Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor I/College Dean</i> (College of Office Administration and Computer Technology, CUP)</p> <p>PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor I/College Dean</i> (College of Education, CUP)</p>
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3. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	3. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor I/P.E. and NSTP Director (CUP)</i>
4. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	4. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	<i>Central Student Council President (CUP)</i>
5. Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	5. Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	PROF. KENNETH NYL C. ORESKO <i>Guidance Services Specialist II/Dean (Office of Student Affairs, CUP)</i>
6. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	3 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV (Computer Laboratory, CUP)</i>
7. Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue OR to the student.	PHP 100 per unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>



<p>8. Present OR together with COM to the assigned personnel of CUP Registrar's Office.</p>	<p>8. Stamp "Enrolled" and "T" ("<i>T</i>" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.</p> <p>8.1 Issue the corresponding number of class cards to the students.</p>	<p>None</p>	<p>2 Minutes</p>	<p>MARIO L. CASTELO <i>Administrative Officer I/</i> (Registrar's Office, CUP)</p>
<p>9. Submit the COM Dean's Copy to concerned College Dean's Office.</p>	<p>9. Receive and secure the COM for future file/reference, and advise the student to return on class opening.</p>	<p>None</p>	<p>5 Minutes</p>	<p>ENGR. MARCOS B. GERONGA <i>Associate Professor II/ College Dean</i> (College of Arts and Sciences. CUP)</p> <p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ College Dean</i> (College of Business Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i></p>



				(College of Business Administration, CUP)  DR. MARIBEL R. GABUAT <i>Assistant Professor</i> <i>/College Dean</i> (College of Office Administration and Computer Technology, CUP)  PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor</i> <i>/College Dean</i> (College of Education, CUP)
		<b>TOTAL:</b>  CSC Membership Fee: PHP 100  +  PHP 100/unit  =  N (Tuition Fees)	44 Minutes	

**Non-Pasay City Residents:**

<b>Office or Division:</b>	City University of Pasay (CUP)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>		Non-Pasay City residents, considered as former, returning, and re-enrollee students under the university courses for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely Signed Clearance (1 original)		CUP Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present fully signed clearance to the assigned personnel at the CUP Registrar's Office	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to CUP respective College Dean's Office, and record your year and section in the Dean's Logbook.  2.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	2. Prepare the lists of class sections and the corresponding students' names for each section.  2.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	ENGR. MARCOS B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)  ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/College Dean</i> (College of Business Administration, CUP)  or  DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)



				<p>DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer Technology, CUP)</p> <p>PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)</p>
3. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	3. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	<p>JERRY A. VILLANUEVA Assistant Professor I, P.E. and NSTP Director (CUP)</p>
4. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	4. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	<p>Central Student Council President (CUP)</p>
5. Proceed to the CUP Computer	5. Encode all the necessary	None	3 Minutes	<p>CATHERINE M. SUMALDE</p>



Laboratory for the assessment of tuition fees.	information in the Student's COM; then, issue the corresponding printout of assessment of fees.			<i>Administrative Assistant IV Computer Laboratory (CUP)</i>
6. Proceed to the CUP Cashier's Office for the payment of tuition fees.	6. Issue OR to the student's.	PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>
7. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	7. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  7.1 Issue the corresponding number of class cards to the students.	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I/ (Registrar's Office, CUP)</i>
8. Submit the COM Dean's Copy to concerned College Dean's Office.	8. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	ENGR. MARCOS B. GERONGA <i>Associate Professor III/ College Dean (College of Arts and Sciences. CUP)</i>  ATTY. SEVERO C.



				<p>MADRONA JR. <i>City Legal Officer II/ College Dean</i> (College of Business Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor I/College Dean</i> (College of Office Administration and Computer Technology, CUP)</p> <p>PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor I/College Dean</i> (College of Education, CUP)</p>
		<p>CSC Membership Fee: PHP 100</p> <p>+</p>	39 Minutes	
<b>TOTAL:</b>				





	PHP 150/unit  =  N (Tuition Fees)		
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## 79. Enrollment of Transferee Students under BS Nursing Course

The City University of Pasay processes the enrollment of transferee students from other schools under the BS Nursing course for the 1st & 2nd Semesters of every Academic Year.

### ***Pasay City Residents:***

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pasay City residents, considered as transferee students who passed the entrance examination under the BS Nursing course for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 138/F137 or Transcript of Records (TOR) (1 original)		Last Attended CHED Accredited School		
Barangay Clearance (1 original)		Barangay Hall		
Certificate of Good Moral Character (1 original)		Last Attended CHED Accredited School		
Honorable Dismissal ( 1 original)		Last Attended CHED Accredited School		
Voter's ID Card/Voter's Certificate (1 photocopy)		COMELEC NCR 4th District		
Birth Certificate (1 photocopy)		Philippine Statistics Authority (PSA)		
Medical Exam Result (1 original)		Pasay City General Hospital or other DOH Accredited Hospitals or Clinics		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)



	Certification of Matriculation (COM).			
2. Proceed to Pasay City General Hospital (PCGH) or any DOH accredited hospital or clinic for Medical Examination.	2. Wait for the result of medical examination by the applicants.	Medical Exam Fees	3 Days	<i>Physician in-Charge (PCGH)</i>  or  <i>Physician in-Charge (DOH Accredited Hospital or Clinic)</i>
3. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	3. Review the TOR, and evaluate it to determine the course or credited subjects taken from previous school.	None	15 minutes	CLEOFÉ T. CASTOR <i>Registrar III (Registrar's Office, CUP)</i>
4. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook.  4.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	4. Prepare the lists of class sections and the corresponding students' names for each section.  4.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	IRIS C. CASTILLON <i>Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)</i>
5. Proceed to Room 307 for the enlistment of your name in the	5. Record the students' names, courses, year	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor I/ P.E. and NSTP</i>



National Service Training Program (NSTP) or The Reserve Officer Training Corps (ROTC) class and secure your class schedule thereof.	levels and sections who enrolled in the NSTP or ROTC class.			<i>Director (CUP)</i>
6. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	6. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	<i>Central Student Council President (CUP)</i>
7. Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	7. Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	PROF. KENNETH NYL C. ORESCO <i>Guidance Services Specialist II/Dean (Office of Student Affairs, CUP)</i>
8. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	8. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV (Computer Laboratory, CUP)</i>
9. Proceed to the CUP Cashier's Office for the payment of tuition fees.	9. Issue Official Receipt (OR) to the student.	PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>
10. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	10. Stamp "Enrolled" and "T" (" <i>T</i> " means <i>that the information in</i>	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I (Registrar's</i>



	<p><i>the COM has been noted and recorded) on the presented COM; after which, return it to the student.</i></p> <p>10.1 Issue the corresponding number of class cards to the student.</p>			Office, CUP)
11. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	11. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
<b>TOTAL:</b>		<p>CSC Membership Fee: PHP 100</p> <p style="text-align: center;">+</p> <p>PHP 150/unit</p> <p style="text-align: center;">=</p> <p>N (Tuition Fees, excluding medical exam fees)</p>	3 Days, 1 Hour and 10 Minutes	



**Non-Pasay City Residents:**

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Non-Pasay City residents, considered as transferee students who passed the entrance examination under the BS Nursing course for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 138/F137 or TOR (1 original)		Last Attended CHED Accredited School		
Barangay Clearance (1 original)		Barangay Hall		
Certificate of Good Moral Character (1 original)		Last Attended CHED Accredited School		
Honorable Dismissal (1 original)		Last Attended CHED Accredited School		
Voter's ID Card/Voter's Certificate (1 photocopy)		COMELEC NCR 4th District		
Birth Certificate (1 photocopy)		Philippine Statistics Authority (PSA)		
Medical Exam Result (1 original)		Pasay City General Hospital or other DOH Accredited Hospitals or Clinics		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Proceed to Pasay City General Hospital (PCGH) or any DOH accredited hospital or clinic for Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	<i>Physician in-Charge</i> (PCGH)  or  <i>Physician in-Charge</i> (DOH Accredited Hospital or Clinic)



<p>3. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.</p>	<p>3. Review the TOR, and evaluate to determine the course or credited subjects taken from previous school.</p>	<p>None</p>	<p>15 minutes</p>	<p>CLEOFÉ T. CASTOR <i>Registrar III</i> (Registrar's Office, CUP)</p>
<p>4. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook</p> <p>4.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.</p>	<p>4. Prepare the lists of class sections and the corresponding students' names for each section.</p> <p>4.1 Approve and sign the COM after checking the data written thereto.</p>	<p>None</p>	<p>10 Minutes</p>	<p>IRIS C. CASTILLON <i>Associate Professor II/ College Dean</i> (College of Nursing and Midwifery, CUP)</p>
<p>5. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.</p>	<p>5. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.</p>	<p>None</p>	<p>10 Minutes</p>	<p>JERRY A. VILLANUEVA <i>Assistant Professor I/ P.E. and NSTP Director</i> (CUP)</p>
<p>6. Proceed to Central Student Council (CSC) Office for payment of CSC</p>	<p>6. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee</p>	<p>PHP 100</p>	<p>5 Minutes</p>	<p><i>Central Student Council President</i> (CUP)</p>



Membership Fee.	payment.			
7. Proceed to the CUP Computer Laboratory for the assessment of tuition fees	7. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV,</i> (Computer Laboratory, CUP)
8. Proceed to the CUP Cashier's Office for the payment of tuition fees.	8. Issue Official Receipt (OR) to the student.	PHP 450 per unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II</i> Cashier (CUP)
9. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	9. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  9.1 Issue the corresponding number of class cards to the student.	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
10. Submit COM Dean's Copy to BS Nursing College Dean's Office.	10. Receive and secure the COM for future file/reference; and advise the student to	None	5 Minutes	IRIS C. CASTILLON <i>Associate Professor II/</i> <i>College Dean</i> (College of



	return on class opening.			Nursing and Midwifery, CUP)
	<b>TOTAL:</b>	CSC Membership Fee: PHP 100  +  PHP 450/unit  =  N (Tuition Fees, excluding medical exam fees)	3 Days, 1 Hour and 5 Minutes	

## 80. Enrollment of Transferee Students under Master's Degree and Law Courses

The City University of Pasay processes enrollment of transferee students from other school under the Master's Degree and Law courses for the 1<sup>st</sup> & 2<sup>nd</sup> Semesters of every Academic Year.

<b>Office or Division:</b>	City University of Pasay			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All College Graduates, considered as transferee students who passed the entrance examination under the Master's Degree and Law courses for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transcript of Records (TOR) (1 original)		From the Last Attended CHED Accredited School/College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present TOR to	1. Check the	None	10 Minutes	MARIO L. CASTELO





the assigned personnel at the CUP Registrar's Office.	completeness and veracity of submitted TOR, and issue a New Certification of Matriculation (COM).			<i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	2. Review the TOR and evaluate to determine the course or credited subjects taken from previous school.	None	15 minutes	CLEOFÉ T. CASTOR <i>Registrar III</i> (Registrar's Office, CUP)
3. Proceed to CUP respective Dean's Office and record your year and section in the Dean's Logbook.  3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3. Prepare the lists of class sections and the corresponding students' names for each section.  3.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ Dean</i> (Juris Doctor/ Law, CUP)  DR. ROMULO E. NAVARRA <i>Dean</i> (Graduate Studies, CUP)
4. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	4. Encode all the necessary information in the Student's COM; then, issue the corresponding	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV</i> (Computer Laboratory, CUP)



	printout of assessment of fees.			
5. Proceed to the CUP Cashier's Office for the payment of tuition fees.	5. Issue Official Receipt (OR) to the student's.	MAED, MPG, TCP = PHP 350/unit  JD/Law = PHP 450/unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>
6. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	6. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  6.1 Issue the corresponding number of class cards to the students.	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I (Registrar's Office, CUP)</i>
7. Submit COM Dean's Copy to the CUP Respective Dean's Office.	7. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ Dean (Juris Doctor/ Law, CUP)</i>  DR. ROMULO E. NAVARRA



				Dean (Graduate Studies, CUP)
<b>TOTAL:</b>		MAED, MPG, TCP = PHP 350/unit  JD/Law = PHP 450/unit	50 Minutes	

**Legend:**

**MAED** – Master of Arts in Education

**MPG** – Master in Public Governance

**TCP** – Teaching Certificate Program

**JD** – Juris Doctor

## 81. Enrollment of Transferee Students

The City University of Pasay processes the enrollment of transferee students from other school under the university courses for the 1st & 2nd Semesters of every Academic Year.

***Pasay City Residents:***

<b>Office or Division:</b>	City University of Pasay (CUP)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Pasay City residents, considered as transferee students who passed the entrance examination under the university courses for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Form 138/F137 or Transcript of Records (TOR) (1 original)		Last Attended CHED Accredited School	
Barangay Clearance (1 original)		Barangay Hall	
Certificate of Good Moral Character (1 original)		Last Attended CHED Accredited School	
Honorable Dismissal (1 original)		Last Attended CHED Accredited School	
Voters ID/Voters Certificate (1 photocopy)		COMELEC NCR 4th District	



Birth Certificate (1 photocopy)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	2. Review the TOR, and evaluate to determine the course or credited subjects taken from previous school.	None	15 Minutes	CLEOFE T. CASTOR <i>Registrar III</i> (Registrar's Office, CUP)
3. Proceed to concerned College Dean's Office, and record your year and section in the Dean's Logbook.  3.1 Present your COM to the assigned personnel thereat, for checking and approval of the	3. Prepare the lists of class sections and the corresponding students' names for each section.  3.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	ENGR. MARCOS B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)  ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ College Dean</i> (College of Business Administration, CUP)



College Dean.				<p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor I/</i> College Dean (College of Office Administration and Computer Technology, CUP)</p> <p>PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor I/</i> College Dean (College of Education, CUP)</p>
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) or The Reserve Officer Training Corps (ROTC) class, and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor I/</i> <i>P.E. and NSTP</i> <i>Director</i> (CUP)
5. Proceed to Central Student	5. Issue Official Receipt (OR)	PHP 100	5 Minutes	<i>Central Student Council</i>



Council (CSC) Office for payment of CSC Membership Fee.	to the student after receipt of CSC Membership Fee payment.			<i>President</i> (CUP)
6. Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	6. Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	PROF. KENNETH NYL C. ORESCO <i>Guidance Services Specialist II/Dean</i> (Office of Student Affairs, CUP)
7. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	7. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV</i> Computer Laboratory (CUP)
8. Proceed to the CUP Cashier's Office for the payment of tuition fees.	8. Issue Official Receipt (OR) to the student's.	(ACT, BSBA, BPG, BSE, BSOA, BEED)  PHP 100/unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II</i> Cashier (CUP)
9. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	9. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)



	<p>COM; after which, return it to the student.</p> <p>9.1 Issue the corresponding number of class cards to the student.</p>			
<p>10. Submit COM Dean's Copy to the CUP Respective College Dean's Office.</p>	<p>10. Receive and secure the COM for future file/reference, and advise the student to return on class opening.</p>	<p>None</p>	<p>5 Minutes</p>	<p>ENGR. MARCOS B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)</p> <p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/College Dean</i> (College of Business Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor I/College Dean</i> (College of Office</p>



				Administration and Computer Technology, (CUP)  PROF.MELVIN M. CRISOSTOMO <i>Assistant Professor I/ College Dean</i> (College of Education, CUP)
		CSC Membership Fee: PHP 100  +  PHP 100/unit  =  N (Tuition Fees)	1 Hour and 10 Minutes	
<b>TOTAL:</b>				

**Non-Pasay City Residents:**

<b>Office or Division:</b>	City University of Pasay (CUP)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Non-Pasay City residents, considered as transferee students who passed the entrance examination under the university courses for the 1 <sup>st</sup> & 2 <sup>nd</sup> Semesters of every Academic Year.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Form 138/F137 or TOR (1 original)	Last Attended CHED Accredited School
Certificate of Good Moral Character (1 original)	Last Attended CHED Accredited School
Honorable Dismissal (1 original)	Last Attended CHED Accredited School
Birth Certificate (1 photocopy)	Philippine Statistics Authority (PSA)





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office	2. Review the TOR, and evaluate it to determine the course or credited subjects taken from previous school.	None	15 Minutes	CLEOFE T. CASTOR <i>Registrar III</i> (Registrar's Office, CUP)
3. Proceed to CUP Respective College Dean's Office, and record your year and section in the Dean's Logbook.  3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3. Prepare the lists of class sections and the corresponding students' names for each section.  3.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	ENGR. MARCOS B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)  ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ College Dean</i> (College of Business Administration, CUP)



				<p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor</i> // College Dean (College of Office Administration and Computer Technology, CUP)</p> <p>PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor</i> // College Dean (College of Education, CUP)</p>
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) or The Reserve Officer Training Corps (ROTC) class and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA <i>Assistant Professor</i> // P.E. and NSTP Director (CUP)
5. Proceed to Central	5. Issue Official	PHP 100	5 Minutes	<i>Central Student</i>



Student Council (CSC) Office for payment of CSC Membership Fee.	Receipt (OR) to the student after receipt of CSC Membership Fee payment.			<i>Council President (CUP)</i>
6. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE <i>Administrative Assistant IV Computer Laboratory (CUP)</i>
7. Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue Official Receipt (OR) to the student's.	(ACT, BSBA, BPG, BSE, BSOA, BEED)  PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>
8. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	8. Stamp "Enrolled" and "T" (" <i>T</i> " means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student.  8.1 Issue the corresponding	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I (Registrar's Office, CUP)</i>



	number of class cards to the student.			
9. Submit COM Dean's Copy to the CUP concerned College Dean's Office.	9. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	<p>ENGR. MARCOS B. GERONGA <i>Associate Professor II/College Dean</i> (College of Arts and Sciences, CUP)</p> <p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II/ College Dean</i> (College of Business Administration, CUP)</p> <p>or</p> <p>DR. LEDOVINO A. MACAYAN <i>Associate Dean</i> (College of Business Administration, CUP)</p> <p>DR. MARIBEL R. GABUAT <i>Assistant Professor I/ College Dean</i> (College of Office Administration and Computer Technology, (CUP)</p>



				PROF. MELVIN M. CRISOSTOMO <i>Assistant Professor</i> <i>/College Dean</i> (College of Education, CUP)
		<b>TOTAL:</b>	CSC Membership Fee: PHP 100  +  PHP 150/unit  =  N (Tuition Fees)	1 Hour and 5 Minutes

**Legend:**

- ACT** – Associate in Computer Technology
- BSBA** – Bachelor of Science in Business Administration
- BPG** – Bachelor in Public Governance
- BSE** – Bachelor in Secondary Education
- BSOA** – Bachelor of Science in Office Administration
- BEED** – Bachelor in Elementary Education

## 82. Environmental Laws and City Ordinances Seminar Schedule

The Pasay City Environment and Natural Resources Office conducts regular seminar on different environmental laws and City Ordinances to all City residents, business establishments, institutions and Barangay officials.

<b>Office or Division:</b>	Pasay City Environment and Natural Resources Office (PCENRO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government and G2C-Government to Citizen



<b>Who may avail:</b>		All City residents, business establishments, institutions and Barangay officials.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original)		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PCENRO and submit letter request for Environmental Laws and City Ordinances Seminar Schedule.	1. Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA <i>Administrative Assistant II,</i> (PCENRO)
2. Secure seminar approval from PCENRO.	2. Issue the approved schedule to the requesting party.	None	3 Minutes	ALDWIN M. ROMASANTA <i>Administrative Assistant IV,</i> (PCENRO)  CRISTY P. MANUEL <i>Administrative Assistant II,</i> (PCENRO)  ERWIN D. ABAD <i>Administrative Aide VI,</i> (PCENRO)
<b>TOTAL:</b>		None	5 Minutes	

### 83. Establishment and Monitoring of Materials Recovery Facility (MRF) and Household Backyard Composting

Pasay City Environment and Natural Resources Office helps and assists the Barangays in the establishment and monitoring of Materials Recovery Facility operations, and household backyard composting.

<b>Office or Division:</b>	Pasay City Environment and Natural Resources Office (PCENRO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Barangays



Request letter (1 original)		Requesting party		
Printed photo of the concerned area (1 original)		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the PCENRO and submit letter request and photo of concerned area.	1. Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA <i>Administrative Assistant II,</i> (PCENRO)
2. Discuss the details of the request to the representative of PCENRO assigned in the area.	2. Attends to the needs of the client/ requesting party and notes the details of the request.	None	10 Minutes	ALDWIN M. ROMASANTA <i>Administrative Assistant IV,</i> (PCENRO)  CRISTY P. MANUEL <i>Administrative Assistant II,</i> (PCENRO)  ERWIN D. ABAD <i>Administrative Aide VI,</i> (PCENRO)
3. Secure schedule for household backyard composting and MRF operation at PCENRO.	3. Arrange and issue the approved schedule household backyard composting and MRF operation.	None	5 Minutes	ALDWIN M. ROMASANTA <i>Administrative Assistant IV,</i> (PCENRO)  CRISTY P. MANUEL <i>Administrative Assistant II,</i> (PCENRO)  ERWIN D. ABAD <i>Administrative Aide VI,</i> (PCENRO)
<b>TOTAL:</b>		None	17 Minutes	



## 84. Events Risk Management Coordination

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management coordination to ensure safe and organized events within City limits.

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Event Organizers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter for Coordination Meeting (1 original)		Event Organizer		
Final Safety and Security Plan (1 original)		Event Organizer		
Attendance of the Coordination Meeting with Attached Pictures of the Meeting (1 original)		Event Organizer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the assigned personnel of the PCDRRMO.	1. Receive and check the complete details of submitted request letter:  a. Name of the letter signatory with contact number, title of the event, place/venue, date and time of the coordination meeting.  1.1 Schedule the coordination meeting.  1.1.1 Advise the event organizer to attend the scheduled date, time and place	None	8 Minutes	MARY GRACE B. BERIN, RN <i>Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)</i>





	of the coordination meeting.			
<p>2. Return to the PCDRRMO for the submission of coordination meeting report.</p> <p>2.1 Present the safety and security plan together with attendance sheet with attached pictures of the meeting to the assigned personnel of PCDRRMO.</p>	<p>2. Review the presented plan and prepare the minutes of the meeting.</p> <p>2.1 Ensure that the plan is aligned with the protocols and policies of the City Government and events venue; If not, recommend for revision.</p> <p>2.2 Ensure that the plans reflect the outputs, arrangements and agreements of the coordination meeting.</p> <p>2.3 If no noted revision, document may be acknowledged and be stamped as "RECEIVED".</p>	None	1 Day	<p>MARLON L. LOPEZ, RN <i>Local Disaster Risk Reduction Management Officer III/Chief</i> (Operations and Warning Division, PCDRRMO)</p> <p>MA. CRISTINA A. LUMDANG <i>Nursing Attendant II/Events Risk Management Coordinator</i> (Operations and Warning Division, PCDRRMO)</p>



3. Submit the finalized Safety and Security Plan and other necessary documents to the assigned personnel of PCDRRMO.	3. Receive and check the veracity and completeness of submitted documents, to wit:  a. Final Safety and Security Plan; and  b. Minutes of the Coordination Meeting with attached attendance sheet and pictures.  3.1 Acknowledge receipt of documents by stamping "RECEIVED" thereof.	None	8 Minutes	MARY GRACE B. BERIN <i>Administrative Officer</i> <i>II/Administrative Services, In-Charge</i> (Administrative and Training Division, PCDRRMO)
<b>TOTAL:</b>		None	1 Day and 16 Minutes	

Note: *Duration of the Coordination Meeting varies on the type of the event*

## 85. Events Risk Management Deployment

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management deployment to ensure safe and organized events within City limits.

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Event Organizer	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request Letter for Event Deployment	Event Organizer	



(1 original)				
Final Safety and Security Plan (1 original)		Event Organizer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit request letter to the assigned personnel of the PCDRRMO.</p> <p>308 Pasay City Hall, F. B. Harrison St., Pasay City</p>	<p>1. Receive and check the completeness of submitted request letter.</p> <p>1.1 Check the name/title, place/venue, date and time of the event and estimated crowd of attendees</p> <p>1.2 Forward the submitted documents to the personnel of Operations and Warning Division of the PCDRRMO.</p>	None	8 Minutes	<p>MARY GRACE B. BERIN, RN <i>Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)</i></p>
<p>2. Wait for the approval of request and preparation of deployment of PCDRRMO.</p>	<p>2. Process the request and prepare necessary requirements.</p> <p>2.1 Ensure availability of resources (manpower and vehicles).</p> <p>2.2 Prepare the deployment forms with the approval of Department</p>	None	4 Hours	<p>MARLON L. LOPEZ, RN <i>Local Disaster Risk Reduction Management Officer III/Chief (Operations and Warning Division, PCDRRMO)</i></p> <p>MA. CRISTINA A. LUMDANG <i>Nursing Attendant II/ Events Risk Management Coordinator (Operations and Warning Division,</i></p>



	Head. 2.3 Inform the team/s on their scheduled deployment.			PCDRRMO)
3. Acknowledge the presence of the deployed team from the PCDRRMO.	3. Perform the following procedures: 3.1 Ensure completeness of deployment forms prior dispatch. 3.2 Check-in resources to the Event Organizers. 3.3 Ensure availability of emergency medical supplies and equipment, when needed. 3.4 Anticipate to respond to any untoward incident which might require the services of the Office.	None	Event Duration (varies depend on the type of event)	<i>Team Leader</i> (Operations and Warning Division PCDRRMO)  <i>Responders/ Deployed Personnel</i> (Operations and Warning Division PCDRRMO)



<p>4. Coordinate with the Team Leader of the deployed team/s for the demobilization of the emergency response team/s.</p> <p>4.1 Sign the deployment forms prior the emergency response team's demobilization.</p>	<p>4. Demobilize emergency response team/s.</p> <p>4.1 Accomplish the After Activity Report.</p> <p>4.2 Ensure deployment forms are signed by the event organizers prior demobilization.</p> <p>4.3 Submit the accomplished after activity report with the deployment forms to the Events Risk Management Officer.</p>	<p>None</p>	<p>8 Minutes</p>	<p>Team Leader (Operations and Warning Division, PCDRMO)</p>
<b>TOTAL:</b>		<p>None</p>	<p>4 Hours and 16 Minutes (excluding event duration)</p>	

Note: Duration of the event varies on the type of the event

## 86. Filing a Complaint

The general public can file a complaint at the Market Administration Office, Pasay City Public Market for inaccurate weighing scales, over-pricing of basic commodities and other matters.

<b>Office or Division:</b>	Pasay City Public Market (PCPM)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Complaint Form: <ul style="list-style-type: none"> <li>- Application Form (1 original, 1 duplicate copy)</li> <li>- Details/information to be indicated in the request form</li> </ul>		Market Administration Office, Pasay City Public Market Client/Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished complaint form together with documentary evidence if there is any at the Market Administration Office, Pasay City Public Market.  1.1 Give a brief summary of the acts complained of and the name or stall number of vendor being complained of.	1. Accept and acknowledge receipt of complaint form and documentary evidence if applicable.	None	15 Minutes	PACD – Officer of the Day  ALFREDO T. ALCANTARA <i>Market Inspector II (PCPM)</i>  ARNALDO J. AQUINO <i>Security Guard II (PCPM)</i>
	1.1 Inform the complainant that the party being complained of will be summoned and a clarificatory hearing will be conducted.			JIMMY C. ROBLES <i>Security Guard II (PCPM)</i>  ARMANDO P. GAMAYO <i>Administrative Aide I (PCPM)</i>  ANTERO S. SAN DIEGO <i>Administrative Aide I (PCPM)</i>
	1.2 Summon the tenant/ stallholder/ helper		30 Minutes	REYNALDO DC. SAN JUAN <i>Administrative Aide I (PCPM)</i>  ANGEL A. LOPEZ <i>Administrative Aide I (PCPM)</i>  ABDUL JIABAR M. MANGADANG <i>Administrative Aide I</i>



				<p>(PCPM)</p> <p>ROBERTO M. SU <i>Security Guard I</i> (PCPM)</p> <p>ERIC L. VILLANUEVA <i>Security Guard I</i> (PCPM)</p> <p>ALEJANDRO V. ALFONSO <i>Security Guard I</i> (PCPM)</p> <p>ALDRIN N. CASTILLO <i>Security Guard I</i> (PCPM)</p> <p>HERCULES DR. PARAGAS <i>Security Guard I</i> (PCPM)</p> <p>SOCORRO NIEVES D. RAYMUNDO <i>Security Guard I</i> (PCPM)</p>
<p>2. Attend clarificatory hearing at the Market Administration Office, Pasay City Public Market.</p>	<p>2. Conduct clarificatory hearing.</p> <p>2.1 Prepare investigation report then submit to the OIC of PCPM for his information.</p> <p>a. If the complaint is settled, prepare</p>	<p>None</p>	<p>2 Hours</p>	<p>PACD – Officer of the Day</p> <p>ALFREDO T. ALCANTARA <i>Market Inspector II</i> (PCPM)</p> <p>ARNALDO J. AQUINO <i>Security Guard II</i> (PCPM)</p> <p>JIMMY C. ROBLES <i>Security Guard II</i> (PCPM)</p> <p>ARMANDO P.</p>



	<p>written agreement containing terms and conditions of the amicable settlement to be signed by both parties,</p> <p>Or</p> <p>b. If complainant is not satisfied, endorse the complaint to the nearest PNP Station.</p> <p>Or</p> <p>c. If the complainant is not present during the clarificatory hearing, update the complainant of the result thereof.</p>			<p>GAMAYO <i>Administrative Aide I</i> (PCPM)</p> <p>ANTERO S. SAN DIEGO <i>Administrative Aide I</i> (PCPM)</p> <p>REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)</p> <p>ANGEL A. LOPEZ <i>Administrative Aide I</i> (PCPM)</p> <p>ABDUL JIABAR M. MANGADANG <i>Administrative Aide I</i> (PCPM)</p> <p>ROBERTO M. SU <i>Security Guard I</i> (PCPM)</p> <p>ERIC L. VILLANUEVA <i>Security Guard I</i> (PCPM)</p> <p>ALEJANDRO V. ALFONSO <i>Security Guard I</i> (PCPM)</p> <p>ALDRIN N. CASTILLO <i>Security Guard I</i> (PCPM)</p> <p>HERCULES DR. PARAGAS <i>Security Guard I</i> (PCPM)</p> <p>SOCORRO NIEVES</p>
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				D. RAYMUNDO Security Guard I (PCPM)
<b>TOTAL:</b>		None	2 Hours and 45 Minutes	

## 87. Filing a Complaint against Erring Police Officer

The general public can file a citizen's complaint against any police officer with offenses punishable such as Neglect of Duty or Nonfeasance, Irregularities in the Performance of Duty or Misfeasance, Misconduct or Malfeasance, Dishonesty, Conduct Unbecoming of a Police Officer, Incompetence and Oppression done in his official or private capacity at the People's Law Enforcement Board (PLEB) Office.

<b>Office or Division:</b>	People's Law Enforcement Board (PLEB)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished PLEB Complaint Form - PLEB Complaint Form - Information/details to be indicated in the PLEB Complaint Form		- PLEB Office - Complainant		
Complaint-Affidavit (4 original)		Complainant		
Certificate of Non-Forum Shopping (4 original)		Complainant		
Affidavit of Witness/es (if there's any) (4 original)		Complainant's Witness/es		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly-accomplished PLEB Complaint Form and other required pleadings/ requirements to the PLEB office.	1. Check and verify if prescribed forms are duly accomplished, and if signature is affixed.	None	2 minutes	VICKY S. JANOLO Process Server/ Receiving Clerk (PLEB)
2. Present	2. Check and	None	10 minutes	VICKY S. JANOLO



yourself for an interview for verification of complaint at the PLEB Office.	verify the veracity of complaint.			<i>Process Server/ Receiving Clerk (PLEB)</i>  ROBERT L. MARQUEZ <i>Officer-in-Charge (PLEB)</i>
3. Sign the logbook upon receipt of the photocopy of the Complaint-Affidavit, Certificate of Non-forum Shopping, and Affidavit of Witness (if there's any).	3. Docket the complaint/s, within five (5) days upon receipt thereof; and issue summons to the respondent to be answered within seven (7) working days, which is non-extendible as per Revised Rules (NAPOLCOM MC 16-002)	None	3 minutes	ROBERT L. MARQUEZ <i>Officer-in-Charge (PLEB)</i>
<b>TOTAL:</b>		None	15 Minutes	

## 88. Filing and Processing of Barangay Official's Fidelity Bond

The Pasay City Barangay Bureau processes applications of Barangay Official's Fidelity Bond. Fidelity Bond is an insurance of bondable public official/employee.

<b>Office or Division:</b>	Pasay City Barangay Bureau (PCBB)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Barangay Chairpersons, SK Chairpersons, SK Treasurers, Barangay Treasurers
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>Principal</b>	
Government Issued Identification Card (1 original, 1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC



Duly Accomplished Application Form: - BTr (OFBS: Enrollment Form) - Details/information to be indicated in the application form	PCBB Applicant
BTr Form 3: Annex D Fidelity Bond Application Form (Revision No. xxx Date xxxxx)	PCBB
Approved Budget CY (1 photocopy)	Barangay Hall
Inventory of Equipment ( <i>Duly received by COA</i> ) (1 photocopy)	Barangay Hall
Oath of Office (1 photocopy) - For Barangay Chairpersons, SK Chairpersons - For Barangay Treasurers, SK Treasurers	Department of Interior and Local Government (DILG) Barangay Hall
Resolution (1 photocopy) - For Barangay Treasurers, SK Treasurers	Barangay Hall
Appointment (1 photocopy) - For Barangay Treasurers, SK Treasurers	Barangay Hall
<b>Representative</b>	
Authorization letter (1 original)	Person Represented (Barangay Chairperson, SK Chairperson, SK Treasurer, Barangay Treasurer)
Government Issued Identification Card of the person represented (1 original, photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Government Issued Identification Card of the Representative (1 original, 1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC
Duly Accomplished Application Form: - BTr (OFBS: Enrollment Form) - Details/information to be indicated in the application form	PCBB Applicant
BTr Form 3: Annex D Fidelity Bond Application Form (Revision No. xxx Date xxxxx)	PCBB
Approved Budget CY (1 photocopy)	Barangay Hall
Inventory of Equipment (Duly received by COA) (1 photocopy)	Barangay Hall
Oath of Office (1 photocopy) - For Barangay Chairpersons, SK Chairpersons - For Barangay Treasurers, SK Treasurers	DILG Barangay Hall



Resolution (1 photocopy) - For Barangay Treasurers, SK Treasurers		Barangay Hall		
Appointment (1 photocopy) - For Barangay Treasurers, SK Treasurers		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements together with the duly accomplished application form to the assigned personnel of the PCBB.	1. Check the completeness and veracity of submitted requirements.  1.1 Prepare the Computation of Bond Premium.	None	20 Minutes	MARVIN CAY M. DE MESA <i>Community Affairs Officer I</i> (PCBB)
2. Claim the bond documents for payment from the assigned personnel of the PCBB.	2. Release/Issue the Fidelity Bond document to the client.	None	5 Minutes	RHODA B. CHING <i>Administrative Aide I</i> (PCBB)  NAPOLEON T. HANDOG <i>Administrative Aide I</i> (PCBB)
<b>TOTAL:</b>		None	25 Minutes	

## 89. Filing of Administrative Complaints against City Government Employees

The City Legal Office receives any administrative complaint/s filed against City Government employees.

<b>Office or Division:</b>	City Legal Office (CLO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Investigation Slip (1 original)		CLO
Verified Complaint Affidavit (1 original,		Complainant



4 photocopies, + additional photocopy/ies depending on the number of respondent/s)				
Affidavit/Sworn Statement of witness/es (1 original, 4 photocopies, + additional photocopy/ies depending on the number of respondent/s)		Witness/es		
Supporting Documents (1 original, 4 photocopies, + additional photocopy/ies depending on the number of respondent/s)		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the complete documentary requirements properly bound and arranged to the CLO.	1. Check the completeness of the presented documents then issue an Investigation Slip (IS) to the client.	None	3 Minutes	MARVIE B. CHENG <i>Administrative Aide I</i> (CLO)
	1.2 Verify the documents presented		7 minutes	MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)  Atty. SEVERO C. MADRONA, JR. <i>City Legal Officer II</i> (CLO)
2. Fill-out and submit the IS to the CLO.	2. Issue Order of Payment to the complainant.	None	2 Minutes	GEOVANI S. DE LA TORRE <i>Administrative Aide IV</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)
3. Pay the required fee to the City Treasurer's Office (CTO).	3. Receive the payment and issue Official Receipt (OR) to the client.	PHP 500	5 Minutes	<i>Teller</i> (CTO)
4. Forward OR together with all	4. Stamp "receive" on the	None	3 Minutes	MARVIE B. CHENG <i>Administrative Aide I</i>



the requirements to the receiving staff of the CLO.	forwarded requirements, write the assigned CLO docket number on the IS, and record it in the appropriate logbook, then encode in the database.			(CLO)  MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)
<b>TOTAL:</b>		PHP 500	20 Minutes	

## 90. Filing of Administrative Case against Erring Barangay Officials

The Office of the Secretary to the Sangguniang Panlungsod receives and facilitates hearing on administrative complaints against erring barangay officials.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2G-Governemnt to Government			
<b>Who may avail:</b>	Pasay City citizens; Barangay Officials of Pasay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verified or notarized Letter/Affidavit of Complaint (1 original)		City Legal Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit verified or notarized Letter/ Affidavit of Complaint to the Office of the Secretary to the SP.	1. Receive and review the submitted Letter/Affidavit of Complaint	None	5 Minutes	RHONIEL A. PEÑA <i>Supervising Administrative Officer</i> (Office of the Secretary to the SP)
2. Wait for the inclusion in the Agenda of the of the Sangguniang Panlungsod's Regular Session for referral.	2. Endorse to the Office of the Liga President for mediation. (Three (3) hearings)	None	5 Minutes	<i>Office of the Liga President</i> (Liga ng mga Barangay)



	<p>If amicably settled:</p> <p>To be officially endorsed to the Office of the Secretary to the SP the duly signed Kasunduan ng Pag-aayos or Amicable Settlement</p> <p>If not amicably settled:</p> <p>To be officially endorsed to the Office of the Secretary to the SP for proper deliberation by the ENBANC Committee of the SP.</p>			<p>RHONIEL A. PEÑA  <i>Supervising Administrative Officer</i>          (Office of the Secretary to the SP)</p>
<p>3. Secure order of payment for the filing of administrative case from the Office of the Secretary to the SP.</p>	<p>3. Issue an order of payment to the client.</p>	<p>None</p>	<p>5 Minutes</p>	<p>RHONIEL A. PEÑA  <i>Supervising Administrative Officer</i>          (Office of the Secretary to the SP)</p>



4. Proceed to the City Treasurer's Office (CTO) for payment of the filing fee.	4. Receive the amount for the filing fee and issue Official Receipt (OR) to the client.	Php 500.00	3 Minutes	Teller, (CTO)
5. Present the O.R. to the Office of the Secretary to the SP.	5. For ENBANC Committee for deliberation and for Resolution and decision of the SP.	None	5 Minutes	RHONIEL A. PEÑA <i>Supervising Administrative Officer</i> (Office of the Secretary to the SP)  <i>Members of the Sangguniang Panlungsod</i> (Offices of the Sangguniang Panlungsod)
<b>TOTAL:</b>		With amicable settlement = None  Without amicably settlement = PHP 500	With amicable settlement = 10 Minutes  Without amicably settlement = 23 Minutes	

**NOTE:** \*Regular Session is done once a week

## 91. Filing of Barangay Ordinance and Resolution for Review and Approval

The Office of the Secretary to the Sangguniang Panlungsod receives Barangay Ordinance and Resolution for review and approval of the Sangguniang Panlungsod.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Barangay Officials
<b>CHECKLIST OF REQUIREMENTS</b>	
Barangay ordinance and resolution (1 original)	<b>WHERE TO SECURE</b> Barangay Hall/Office





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Barangay Ordinance and Resolution to the Office of the Secretary to the SP.	1. Receive the submitted Barangay Ordinance and Resolution	None	5 Minutes	RHONIEL A. PEÑA <i>Supervising Administrative Officer</i> (Office of the Secretary to the SP)
2. Wait for the schedule for inclusion in the Agenda of SP's Regular Session and Committee hearing; and preparation of committee report on the submitted Barangay Ordinance and Resolution by the Office of the Secretary to the SP.	2. Include the submitted Barangay Ordinance and Resolution to the Agenda of the Regular Session.  2.1 Schedule the committee hearing to the Concerned Committee.  2.2 Prepare a committee report, subject for consideration of the Sangguniang Panlungsod.	None	5 Working Days	RHONIEL A. PEÑA <i>Supervising Administrative Officer</i> (Office of the Secretary to the SP)  ATTY. JASMIN KRIZA B. BALDO <i>City Government Department Head I</i> (Office of the Secretary to the SP)
3. Wait for inclusion in the Agenda of SP's Regular Session for approval.	3. Approve if there is no penalty or restriction involved on the submitted Barangay Ordinance or Resolution.	None	5 Working Days	DR. VOLTAIRE F. PORTUGUEZ <i>City Government Department Head II</i> (Office of the Secretary to the SP)  <i>Members of the Sangguniang Panlungsod</i>
<b>TOTAL:</b>		None	10 Working	



		Days, and 5 Minutes	
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**NOTE:** \*Regular Session is done once a week

## 92. Garbage and Special Operation Collection Services

The Pasay City Environment and Natural Resources Office accommodates requests on special collection of uncollected waste such as construction debris, rocks, clogged sewers, and Barangay clean-up operations.

<b>Office or Division:</b>		Pasay City Environment and Natural Resources Office (PCENRO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original)		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to PCENRO.	1. Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA <i>Administrative Assistant II,</i> (PCENRO)
2. Wait for your request to be processed by the PCENRO.	2. Send a monitoring staff to check status of the area, and once the report of uncollected waste is confirmed, submit a confirmation slip to the Group Dispatch Personnel.	None	5 Minutes	ALDWIN M. ROMASANTA <i>Administrative Assistant IV,</i> (PCENRO)  CRISTY P. MANUEL <i>Administrative Assistant II,</i> (PCENRO)  ERWIN D. ABAD <i>Administrative Aide VI,</i> (PCENRO)
3. Obtain the schedule of garbage collection from	3. Arrange and issue the approved schedule of	None	5 Minutes	ALDWIN M. ROMASANTA <i>Administrative Assistant IV,</i>



PCENRO.	garbage collection request.			(PCENRO)  CRISTY P. MANUEL <i>Administrative Assistant II,</i> (PCENRO)  ERWIN D. ABAD <i>Administrative Aide VI,</i> (PCENRO)
<b>TOTAL:</b>		None	12 Minutes	

### 93. Handling Traffic Related Complaints

The Adjudication Section of the Pasay Traffic and Parking Management Office handles any complaints or objections on traffic apprehension/s.

<b>Office or Division:</b>	<b>Pasay Traffic and Parking Management Office (PTPMO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished request form (1 original) - Complaint Information Sheet - Details to be indicated in the form		PTPMO Complainant		
Complaint Letter (1 original)		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished complaint information sheet together with the complaint letter to PTPMO.	1. Check and receive the requirements submitted by the complainant.	None	5 Minutes	EMERLINDA D. OCAMPO <i>Security Agent I</i> (PTPMO)
2. Claim the receiving copy	2. Immediately conduct	None	15 Minutes	MARIA BELINDA B. ADDURU





traffic apprehension dispute.	<p>dispute.</p> <p>4.1 Present and discuss the resolution with the complainant and the traffic enforcer.</p> <p>a. Issue the signed resolution to both parties.</p>			<p>(PTPMO)</p> <p>FERDINAND A. LEE <i>Officer-in-Charge</i> (PTPMO)</p>
<b>Total:</b>		None	<p>For simple dispute = 1 Hour and 35 Minutes</p> <p>For complicated dispute = 2 Hours and 5 Minutes</p>	

## 94. Information Dissemination

The Liga ng mga Barangay (LIGA) Office disseminates information which affects all barangays for their immediate attention and concerns using electronic or other means.

<b>Office or Division:</b>	Liga ng mga Barangay (LIGA) Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Public Information Officers of City Mayor's Office, DILG Pasay City Field Office, Pasay City Barangay Bureau (PCBB) and Barangays of the City of Pasay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay-related memorandum (1 original)		City Mayor's Office, DILG, PCBB, Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit barangay-related	1. Acknowledge the submission of	None	5 Minutes	ANTONETTE M. EMATA <i>Administrative Aide I</i>



memorandum at the Receiving Section of Liga ng mga Barangay (LIGA) Office	barangay-related memorandum and return receiving copy to client			(LIGA Office)
2. Get the receiving copy of the memorandum at the Liga ng mga Barangay (LIGA) Office and sign the logbook upon receipt thereof	2. Disseminate memorandum to concerned barangay/s and keep a copy for file reference	None	1Day	ANTONETTE M. EMATA <i>Administrative Aide I</i> (LIGA Office)
<b>TOTAL:</b>		None	1 Day, 5 Minutes	

## 95. Inspection and Accreditation of Meat Delivery Vehicles

The operators of vehicles, who deliver meat or meat products within the City, must secure first a clearance from the City Veterinarian's Office that their vehicles are safe for the said purpose.

<b>Office or Division:</b>	City Veterinarian's Office (CVO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Operators of vehicles, who deliver meat or meat products within the City
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>New:</b>	
<b>Principal</b>	
Official Receipt and Certificate of Registration (O.R. & C.R.) (1 photocopy)	LTO
<b>Representative</b>	
Official Receipt and Certificate of Registration (O.R. & C.R.) (1 photocopy)	LTO
<b>Renewal:</b>	
<b>Principal</b>	
Previous Official Receipt of Meat Delivery Sticker	City Treasurer's Office (CTO)
<b>Representative</b>	
Previous Official Receipt of Meat Delivery Sticker	CTO



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the assigned personnel of the CVO.	1. Issue the corresponding order of payment to the client.	None	10 Minutes	<p>FLORANTE C. PUNZALAN <i>Meat Inspector I</i> (CVO)</p> <p>ANTHONY T. DENUS <i>Meat Inspector I</i> (CVO)</p> <p>DENNIS I. ARENAS <i>Local Revenue Collection Officer I</i> (CVO)</p> <p>FELIX M. TORRENUEVA <i>Pound Keeper I</i> (CVO)</p> <p>ANGELITO W. INOCENTES <i>Pound Keeper II</i> (CVO)</p> <p>JOEL F. GALES <i>Administrative Aide III</i> (CVO)</p> <p>ANTONIO B. PALACIOS JR. <i>Pound Keeper I</i> (CVO)</p>
2. Present the Order of Payment and pay the necessary fees to the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on the presented order of payment.	<p>Truck – PHP 1,450</p> <p>Van – PHP 1,190</p>	5 Minutes	<i>Cashier</i> (CTO)
3. Present the OR	3. Issue Meat	None	5 Minutes	FLORANTE C. PUNZALAN



to the assigned personnel of the CVO for the issuance of meat delivery sticker.	Delivery Sticker to the client upon presentation of OR.			<i>Meat Inspector I</i> (CVO) ANTHONY T. DENUS <i>Meat Inspector I</i> (CVO) DENNIS I. ARENAS <i>Local Revenue Collection Officer I</i> (CVO) FELIX M. TORRENUEVA <i>Pound Keeper I</i> (CVO) ANGELITO W. INOCENTES <i>Pound Keeper II</i> (CVO) JOEL F. GALES <i>Administrative Aide III</i> (CVO) ANTONIO B. PALACIOS JR. <i>Pound Keeper I</i> (CVO)
<b>TOTAL:</b>		Truck – PHP 1,450 Van – PHP 1,190	20 Minutes	

## 96. Issuance of Assistance on the Registration and Accreditation of Homeowners Association

The Urban Development and Housing Office (UDHO) offers assistance either for the President or Secretary of Homeowners Association (HOA) with regard to the registration and accreditation of their Association from the Department of Human Settlement and Urban Development (DHSUD).

<b>Office or Division:</b>	Urban Development & Housing Office (UDHO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen





<b>Who may avail:</b>		President or Secretary of the HOA		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
General Information Sheet (GIS) (1 original)		DHSUD		
Office Undertaking with TIN (1 original)		DHSUD		
Financial Statement Report (1 original)		HOA		
Master List of Member (1 original)		HOA		
Proof of Notice of Election (1 original)		HOA		
List of Qualified Voters (1 original)		HOA		
Voter's Attendance Sheet (1 original)		HOA		
Notarized Minutes of Election of Board of Directors (1 original)		HOA		
Notarized Minutes of Officer's Election (1 original)		HOA		
Tally Sheet (1 original)		HOA		
Election Committee Report (1 original)		HOA		
Code of Ethics (1 original)		HOA		
Schematic Plan/Map (1 original)		HOA		
Total of Lot Area (1 original)		HOA		
Authorization of HOA President (only if the applicant is the Secretary) (1 original)		HOA		
UDHO Certification (1 original)		UDHO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to the assigned staff at the UDHO.	1. Evaluate and verify completeness and authenticity of the submitted requirements.  1.1 Advise the HOA President/Secretary to proceed to DHSUD for submission of their	None	35 Minutes	BILLY Q. RODA <i>Administrative Aide II</i> (UDHO)  FERNANDO E. RIVERA <i>Administrative Aide IV</i> (UDHO)



	complete and pre-evaluated requirements.			
<b>TOTAL:</b>			35 Minutes	

## 97. Issuance of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)

Securing BIR Form 2307 from the City Accounting Office.

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing & Remittances Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Contractors/suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
Duly accomplished requisition form	City Accounting Office Contractor/supplier		
- Requisition form - Data/information to be indicated in the form			
Tax Identification Number (TIN)	Bureau of Internal Revenue		
Certificate of Registration (If new supplier/contractor) (1 original)	Bureau of Internal Revenue		
Any government ID card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>Representative</b>			
Duly accomplished requisition form	City Accounting Office Person Represented (Contractor/supplier)		
- Requisition form - Data/information to be indicated in the form			
Authorization letter or letter request (1 original)	Person Represented (Contractor/supplier)		
Any government ID card of the person represented (Contractor/supplier) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Tax Identification Number (TIN) of the contractor/supplier	Bureau of Internal Revenue		
Certificate of Registration (If new supplier/contractor) (1 original)	Bureau of Internal Revenue		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving Section.	1. Retrieve the requested BIR form 2307.	None	20 Minutes	JULIE S. SERRANO <i>Administrative Officer II</i> (CAcctgO)
2. Claim the requested document from the City Accounting Office- Releasing Section.	2. Release the BIR form 2307 to the client.	None	2 Minutes	JULIE S. SERRANO <i>Administrative Officer II</i> (CAcctgO)
<b>TOTAL:</b>		None	22 Minutes	

## 98. Issuance of Case Summary Report

The Pasay Social Welfare and Development Department prepares case study report for clients seeking for Financial, Burial, and Medical assistance.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Individuals in crisis situation, indigent individuals/families,, poor/marginalized and disadvantaged individuals
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Financial Assistance:</b>	
Barangay Certificate/Indigency (1 original)	Barangay/Place of Residence
Government issued Identification Card of	Bureau of Internal Revenue (BIR), Philippine Postal



claimant and/or representative (1 photocopy, 1 original)	Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), Land Transportation Office (LTO)
<b>For Burial/Funeral/Cremation Assistance:</b>	
Duly Registered Death Certificate (1 certified true copy, 1 original)	Local Civil Registry Office (LCRO)
Funeral Contract (1 photocopy)	Servicing funeral parlor
Barangay Certificate/Indigency of requesting relative indicating the relationship with the deceased (1 original)	Barangay/Place of residency
Government Identification Card of the deceased (1 photocopy, 1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Government Identification Card of the claimant (1 photocopy, bring original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
<b>For Medical Assistance:</b>	
<b>Principal</b>	
Hospital Bill/Promissory Note to Hospital (1 photocopy)	DOH Accredited Hospital
Latest Medical Abstract (1 photocopy)	DOH Accredited Hospital
Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy)	DOH Accredited Hospital
Latest Doctor's Prescription (for medicines) (1 photocopy)	Attending Physician
Referral Letter/Checklist from referring agency (1 original)	Referring Agency
Barangay Certificate (1 photocopy)	Barangay/Place of residency
Government issued Identification Card (1 photocopy, 1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
<b>Representative</b>	
Hospital Bill/Promissory Note to Hospital (1 photocopy)	DOH Accredited Hospital
Latest Medical Abstract (1 photocopy)	DOH Accredited Hospital
Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy)	DOH Accredited Hospital



Latest Doctor's Prescription (for medicines) (1 photocopy)		Attending Physician		
Referral Letter/Checklist from referring agency (1 original)		Agency where medical assistance was requested		
Barangay Certificate of the Person Represented (1 photocopy)		Barangay/Place of residency		
Government issued Identification Card of the person Represented (1 photocopy, 1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Barangay Certificate/Indigency indicating the relationship with the patient (1 photocopy)		Barangay/Place of residency		
<b>For Burial Assistance:</b>				
Duly registered death certificate (1 certified true copy, 1 original)		LCRO, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client's logbook at the receiving section of PSWDD.	1. Assist client in the registration.	None	1 Minute	SAYORI M. RAMOS <i>Day Care Worker I</i> (PSWDD)  JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)  PHILIP N. TABAY <i>Social Welfare Aide</i> (PSWDD)
2. Submit requirements to the Crisis Intervention Unit (CIU) at the PSWDD.	2. Check and verify the completeness of submitted requirements.  2.1 Proceed with the intake interview	None	3 Minutes   20 Minutes	SAYORI M. RAMOS <i>Day Care Worker I</i> (PSWDD)  JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)  PHILIP N. TABAY <i>Social Welfare Aide</i> (PSWDD)
3. Wait for the PSWDD to process your request.	3. Prepare the Social Case Summary Report to be signed by	None	30 Minutes	AGUSTIN M. PRESENTACION <i>Social Welfare Officer I</i> (PSWDD)



	the assigned Social Worker.			DAN WYSINWYG OLAN G. BRENCHES <i>Social Welfare Officer I</i> (PSWDD)  DANIELLA LOUISE L. DARAN <i>Social Welfare Officer I</i> (PSWDD)
4. Claim the Social Case Summary Report once released, upon signing the duplicate copy thereof at the PSWDD.	4. Issue/release the Social Case Summary Report to the client.	None	2 Minutes	AGUSTIN M. PRESENTACION <i>Social Welfare Officer I</i> (PSWDD)  DAN WYSINWYG OLAN G. BRENCHES <i>Social Welfare Officer I</i> (PSWDD)  DANIELLA LOUISE L. DARAN <i>Social Welfare Officer I</i> (PSWDD)
<b>TOTAL:</b>		None	56 Minutes	

## 99. Issuance of Certificate of Completion or Clearance

The Pasay City Environment and Natural Resources Office (PCENRO) environmental police apprehends those who are violating environmental laws and City Ordinances. Certificate of clearance will be issued for those who opted to pay the fine for the said violation; otherwise, certificate of completion will be issued for those who rendered community service within the set period thereof.

### ***Certificate of Clearance:***

<b>Office or Division:</b>	Pasay City Environment and Natural Resources Office (PCENRO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Environmental violation receipt (1 original)		PCENRO
Government Issued I.D. Card (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit the Environmental Violation receipt (EVR).	1. Receive the EVR and issue order of payment to the client.	None	5 Minutes	MYRACHEL J. LIBAO, <i>Administrative Assistant II,</i> (PCENRO)
2. Proceed to the City Treasurer's Office (CTO) and pay the amount indicated in the order of payment.	2. Issue Official Receipt (OR) to the client.	1 <sup>st</sup> Offense – PHP 500  Succeeding Offense – PHP 1,000	10 Minutes	<i>Cashier,</i> (CTO)
3. Present the OR to the Environmental Police Secretary of the PCENRO.	3. Issue certificate of clearance to the client.	None	5 Minutes	MYRACHEL J. LIBAO <i>Administrative Assistant II,</i> (PCENRO)
<b>TOTAL:</b>		1 <sup>st</sup> Offense PHP 500  Succeeding Offense PHP 1,000	20 Minutes	

**Certificate of Completion:**

<b>Office or Division:</b>	Pasay City Environment and Natural Resources Office (PCENRO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
Environmental violation receipt (1 original)	PCENRO
Government Issued I.D. Card (1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit the Environmental Violation receipt (EVR).	1. Receive the EVR and set the schedule for those who will render community service.	None	5 Minutes	MYRACHEL J. LIBAO, <i>Administrative Assistant II</i> , (PCENRO)
2. Submit attendance sheet and photo as proof of rendered community service to the environmental police secretary.	2. Issue certificate of completion to the client.	None	5 Minutes	MYRACHEL J. LIBAO <i>Administrative Assistant II</i> , (PCENRO)
<b>TOTAL:</b>		None	10 Minutes	

## 100. Issuance of Certificate of Conformance (Coc) Prior to Occupancy

The Certificate of Conformance (Prior to Occupancy) is issued by the City Planning and Development Office (CPDO) prior to the issuance of the Certificate of Occupancy by the Building Official, to ensure that the building complies with the plans that have been submitted to, and approved by the Zoning Administrator.

### **For Simple Structure:**

<b>Office or Division:</b>	City Planning and Development Office (CPDO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Developers/Property Owners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly accomplished Certificate of Completion (1 original)		Room 315, One-Stop Shop for Construction Permit (OSCP) Division, City Engineering Office (CEO) Developers/Property Owners
- Certificate of Completion - Details to be indicated in the form		
Locational Clearance (1 photocopy)		Developer/Property Owner
Photo of the built-structure (2 original)		Developer/Property Owner
Approved Plan and/or Blueprint		Developer/Property Owner





(if applicable) (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OSCP Division, OBO for the preliminary assessment of documents.	<p><i>Note: Person responsible at the OSCP (OBO) shall be the one to receive and conduct preliminary assessment of the application and shall forward the same to the Zoning Plan evaluator for assessment and preparation of OP</i></p> <p>1. Prepare Order of Payment (OP) based on the documents and plans submitted and endorse the same to the Liaison/ Collector Personnel for inclusion to the One-Time-Assessment.</p>	Please refer to the table below representing the list of zoning fees.	20 Minutes	<p>JESS R. BOCES Zoning Officer I (CPDO)</p> <p>VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)</p>
2. Present the Order of Payment to the detailed CTO	2. Receive the photocopy of the OR,	None	7 Minutes	MARIAN M. MAGDALITA Administrative Assistant I



<p>personnel at the OSCP Division, OBO for the payment of fees.</p> <p>2.1 Upon payment, proceed to OSCP and submit the photocopy of the issued OR.</p>	<p>record, and print the Certificate of Conformance (Prior to Occupancy).</p>			(CPDO)
<p>3. Claim the Certificate of Conformance (CoC) Prior to Occupancy from the releasing personnel of the OSCP Division, OBO.</p>	<p>3. Release the Certificate of Conformance to the Liaison/Collect or Staff of the OSCP, Division, OBO.</p> <p><i>Note: The releasing personnel at the OSCP shall be the one to release the CoC, together with the other permits, to the client.</i></p>	None	3 Minutes	<p>RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)</p>
<b>TOTAL:</b>		*CoCF + IF = N	30 Minutes	
Per City Ordinance No. 5718, Series of 2016				

**\*Legend:**

**CoCF** (Certificate of Occupancy Fee) + **IF** (Inspection Fee) = **N** (Total Fees)

**LEGAL BASIS:**



- City Ordinance No. 5718, S 2016
- Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)

### SCHEDULE OF OCCUPANCY FEES:

<b>1. Certificate of Occupancy (Prior to Occupancy) Fees:</b>	
a. Residential	PHP 500.00 (Occupancies shall be dwellings)
b. Residential, Hotel and apartments (Occupants shall be multiple dwelling units, boarding or lodging houses, hotels, apartment buildings, row-houses and other similar building each of which accommodates more than 10 persons)	PHP 800.00
c. Institutional	PHP 400.00
d. Business and Mercantile:	
d.1. Division 1 (Wholesale and Retail Stores, Office Buildings, Dining Establishments having and occupant load of less than 10 persons, printing shops, paint stores without bulk Handling)	PHP 600.00
d.2. Division 2 (Gasoline filling and Service Stations warehouse, open parking garages, drinking & dining establishments having an occupant load of more than 50 persons, memorial parks, cemeteries, cellular mobile base stations)	PHP 900.00
e. Industrial	PHP 1,000.00
e.1. Division 1 (Occupancies shall include wood working establishments planning mills, garment factories, steel fabrication)	PHP 800.00
e.2. Division 2 (Occupancies shall include: ice plants,	



power plants, Pumping plants, crematories, storage and sales room for incombustible materials)	PHP 1,000.00
f. Special Uses	PHP 1,000.00
g. Accessory (Occupancies shall include: Private Garage, Carports, sheds, fences over 1.80 meters, tanks)	PHP 500.00
<b>2. Inspection Fees:</b>	
a. Residential (single-detached, single-attached/zero lot line and duplex type)	PHP 400.00
b. Commercial establishment including apartments, mass housing, townhouses, residential condominium, etc. constructed primarily for gain purposes	PHP 600.00
c. Industrial establishments	PHP 800.00
d. Institutional (schools, hospital, etc.)	PHP 400.00
e. Memorial Parks/Cemeteries	PHP 700.00
f. Light Industrial	
f.1 Manufacturing	PHP 800.00
f.2 Non-manufacturing	PHP 800.00
g. Telecommunications/Towers	PHP 600.00
h. Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800.00
i. Yards utilized for commercial purposes	PHP 600.00



j. Yards utilized for industrial purposes	PHP 800.00
k. Yards utilized for institutional purposes	PHP 400.00
<i>Per City Ordinance No. 5718, series of 2016</i>	

**For Complex and Highly Technical Development:**

<b>Office or Division:</b>	City Planning and Development Office (CPDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Developers/Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Certificate of Completion (1 photocopy)		Room 211, CPDO		
Locational Clearance (1 photocopy)		Developer/Property Owner		
Photo of the built-structure (2 original)		Developer/Property Owner		
Approved Plan and/or as-Built Plan (if applicable) (1 set of blue print)		Developer/Property Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form and documentary requirements to the receiving section of the CPDO at Rm No. 211.	1 . Perform preliminary assessment and evaluation of sufficiency of submitted requirements.	None	20 Minutes	MARIAN M. MAGDALITA <i>Administrative Assistant I</i> (CPDO)
	1.1 Conduct ocular inspection/ site verification (as needed)		1 Day	RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)
	1.2 Conduct an inspection of all submitted documents and plans and		5 Hours	MA. TERESA M. CASTILLO <i>Zoning Officer IV</i> (CPDO)
				JESS R. BOCES <i>Zoning Officer I</i> (CPDO)
				VIRGILIO P. DE JESUS <i>Zoning Inspector I</i>



	<p>accomplish the evaluation sheet based on the findings concluded by the Zoning Administrator.</p> <p>1.3 Issue the Order of Payment after careful evaluation and approval of all documents and plans by the Zoning Administrator.</p>		5 Minutes	<p>(CPDO)</p> <p>RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)</p>
2. Present the Order of Payment and pay the necessary fees at the Cashier Area of the City Treasurer's Office.	2. Issue the Official Receipt (OR) to the client.	Please refer to the table below representing the list of zoning fees.	5 Minutes	<i>Cashier</i> (CTO)
3. Present the Official Receipt (OR) and 1 photocopy to the receiving personnel of the CPDO and claim the Certificate of Conformance (CoC) Prior to Occupancy.	<p>3. Receive the photocopy of OR and record its details.</p> <p>3.1 Forward all the assessed documentary requirements for CoC encoding and</p>	None	20 Minutes	RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)



	printing. 3.2 Encode, print, and release the Certificate of Conformance (Prior to Occupancy) to the client.			
<b>TOTAL:</b>		*COF + IF = N	1 Day, 5 Hours, and 50 Minutes	
<i>Per City Ordinance No. 5718, series of 2016</i>				

**\*Legend:**

**COF** (Certificate of Occupancy Fee) + **IF** (Inspection Fee) = **N** (Total Fees)

**SCHEDULE OF OCCUPANCY FEES:**

<b>1. Certificate of Occupancy (Prior to Occupancy) Fees:</b>	
a. Residential	PHP 500.00 (Occupancies shall be dwellings)
b. Residential, Hotel and apartments (Occupants shall be multiple dwelling units, boarding or lodging houses, hotels, apartment buildings, row-houses and other similar building each of which accommodates more than 10 persons)	PHP 800.00
c. Institutional	PHP 400.00
d. Business and Mercantile:	
d.1. Division 1 (Wholesale and Retail Stores, Office Buildings, Dining Establishments having and occupant load of less than 10 persons, printing shops, paint stores without bulk Handling)	PHP 600.00



<p>d.2. Division 2 (Gasoline filling and Service Stations warehouse, open parking garages, drinking &amp; dining establishments having an occupant load of more than 50 persons, memorial parks, cemeteries, cellular mobile base stations)</p> <p>e. Industrial</p> <p>e.1. Division 1 (Occupancies shall include wood working establishments planning mills, garment factories, steel fabrication)</p> <p>e.2. Division 2 (Occupancies shall include: ice plants, power plants, Pumping plants, crematories, storage and sales room for incombustible materials)</p> <p>f. Special Uses</p> <p>g. Accessory (Occupancies shall include: Private Garage, Carports, sheds, fences over 1.80 meters, tanks)</p>	<p>PHP 900.00</p> <p>PHP 1,000.00</p> <p>PHP 800.00</p> <p>PHP 1,000.00</p> <p>PHP 1,000.00</p> <p>PHP 500.00</p>
<p><b>2. Inspection Fees:</b></p> <p>a. Residential (single-detached, single-attached/zero lot line and duplex type)</p> <p>b. Commercial establishment including apartments, mass housing, townhouses, residential condominium, etc. constructed primarily for gain purposes</p> <p>c. Industrial establishments</p> <p>d. Institutional (schools, hospital, etc.)</p> <p>e. Memorial Parks/Cemeteries</p>	<p>PHP 400.00</p> <p>PHP 600.00</p> <p>PHP 800.00</p> <p>PHP 400.00</p>





f. Light Industrial	PHP 700.00
f.1 Manufacturing	PHP 800.00
f.2 Non-manufacturing	PHP 800.00
g. Telecommunications/Towers	PHP 600.00
h. Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800.00
i. Yards utilized for commercial purposes	PHP 600.00
j. Yards utilized for industrial purposes	PHP 800.00
k. Yards utilized for institutional purposes	PHP 400.00
<i>Per City Ordinance No. 5718, series of 2016</i>	

## 101. Issuance of Certificate of Conformance for New Applicants

The Certificate of Conformance (CC) is issued by the City Planning and Development Office (CPDO) to business establishments prior to the granting of Business/License Permit, certifying that the proposed kind of business conforms to the provisions of City Ordinance No. 5718, series of 2016.

### **For Simple transactions:**

*Simple transactions - applications or requests submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government.*

<b>Office or Division:</b>	City Planning and Development Office (CPDO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Business Establishments Owners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly accomplished application form for Business Permit (1 original and 1 photocopy)		BPLO
Transfer Certificate of Title (1 photocopy)		Registry of Deeds



or Lease Agreement (if lessee) (1 photocopy)		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the necessary requirements to the receiving personnel at the Room 211, CPDO.	<p>1. Conduct preliminary assessment and evaluation of submitted requirements.</p> <p>1.1 Sign the space provided in the application form for Business Permit, indicating that the proposed business is conforming.</p> <p><i>Note: If the application is non-conforming to the land use, a Notice of Disapproval shall be issued to the owner/ applicant indicating the grounds for disapproval.</i></p>	None	5 Minutes	<p>MARIAN M. MAGDALITA <i>Administrative Assistant I</i> (CPDO)</p> <p>RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)</p> <p>MA. TERESA M. CASTILLO <i>Zoning Officer IV</i> (CPDO)</p> <p>ENGR. ACHILLES L. ROBISO, ENP <i>Planning Officer IV</i> (CPDO)</p> <p>JESS R. BOCES <i>Zoning Officer I</i> (CPDO)</p> <p>VIRGILIO P. DE JESUS <i>Zoning Inspector I</i> (CPDO)</p>
2. Present the original copy and photocopy of the OR to the assigned personnel at the BPLO receiving	2. Receive the photocopy of the OR, and record the details of the evaluated documents.	None	5 Minutes	<i>BPLO Staff</i> (BPLO)



area at Room 209.				
2.1 Claim the Certificate of Conformance (Prior to Business Permit Application).	2.1 Print and release the requested Certificate of Conformance (Prior to Business Permit Application) to the client.			RICHELLE ANNE T. PERDON <i>Administrative Aide IV (CPDO)</i>
<b>TOTAL:</b>		*BPA + BPF = N	10 Minutes	
<i>Per City Ordinance No. 5718, Series of 2016</i>				

**\*Legend:**

**BPA** (Business Permit Application for 1<sup>st</sup> time) + **BPF** (Business Permit Fee) = **N** (Total Fees)

- BPA** (Business Permit Application for 1<sup>st</sup> time = PhP125.00

**SCHEDULE OF BUSINESS PERMIT FEES:**

a. Residential for rent/lease (single-detached, single-attached/zero lot line, and duplex type)	PHP 600.00
b. Commercial establishment including apartments, mass housing townhouses, residential condominium, etc. operated primarily for gain purposes	PHP 600.00
c. Industrial establishments	PHP 800.00
d. Institutional (schools, hospitals, etc.)	PHP 500.00
e. Memorial Parks/Cemeteries	PHP 800.00
f. Telecommunications/Towers	PHP 800.00
g. Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 1,000.00



h. Yards utilized for commercial purposes	PHP 800.00
i. Yards utilized for industrial purposes	PHP 800.00
j. Yards utilized for institutional purposes	PHP 500.00
<p><b>Note: Section 75. <u>Application for Business and License Permit.</u></b> – Any person applying for issuance of business and license permit shall secure from the ZA the Certificate of Conformance or Certificate of Non- Conformance prior to the issuance of business and license permit. In addition to the payment of a PHP 125.00 business permit.</p> <p><i>Per City Ordinance No. 5718, series of 2016</i></p>	

## 102. Issuance of Certificate of Indigency

The Pasay Social Welfare and Development Department issues certificate of Indigency to clients requesting legal assistance from Public Attorney's Office.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Individuals in crisis situation, indigent individuals/families, poor/marginalized and disadvantaged individuals	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Barangay Certificate/Indigency (1 original, 1 photocopy)		Barangay/Place of Residency
Certificate of No Real Property (1 original, 1 photocopy)		City Assessor's Office (CAssrO)
Certificate of No Business (1 photocopy, 1 original)		Business Permits and Licensing Office (BPLO)
Government issued Identification Card (1 photocopy, 1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag- IBIG), Land Transportation Office (LTO)
Income Tax Return (ITR) or Payslip (1 photocopy) <i>(if employed)</i>		BIR or HR of agency/company



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PSWDD Unit Office with jurisdiction over your place of residence and register in the client's logbook.	1. Assist client in the registration.	None	1 Minute	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO</p>



				<p><i>Social Welfare Officer II/In-Charge (Maricaban Unit Office)</i></p> <p><b>KAREN KRISTINE D. ALBA</b> <i>Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)</i></p> <p><b>JERUSALEMA B. BENITEZ</b> <i>Social Welfare Officer I/In-Charge (San Rafael Unit Office)</i></p> <p><b>KAREN J. RECARRO</b> <i>Social Welfare Officer I/In-Charge (CAA I Unit Office)</i></p> <p><b>CES ANN U. VIRAY</b> <i>Social Welfare Officer I/In-Charge (San Roque Unit Office)</i></p>
<p>2. Submit requirements to the PSWDD Unit-in- Charge.</p> <p>2.1 Present yourself for initial interview and assessment at the PSWDD Unit Office.</p>	<p>2. Check and verify the completeness of submitted requirements.</p> <p>2.1 Conduct the intake interview with the client.</p>	None	30 Minutes	<p><b>ESTELA B. AZAS</b> <i>Social Welfare Officer II/In-Charge (Kalayaan Unit Office)</i></p> <p><b>JULIETH S. DURIA</b> <i>Social Welfare Officer II/In-Charge (San Isidro Unit)</i></p> <p><b>CHRISTINE ANN M. AGUINDADAO</b> <i>Social Welfare Officer I/In-Charge (CAA 2 Unit Office)</i></p>



				<p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</i></p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge (San Jose Unit Office)</i></p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge (Malibay Unit Office)</i></p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge (Maricaban Unit Office)</i></p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)</i></p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge (San Rafael Unit Office)</i></p> <p>KAREN J.</p>
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				<p>RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)</p> <p>CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)</p>
<p>3. Expect a home visit from a Social Worker or staff of PSWDD Unit Office.</p>	<p>3. Conduct home visit at the residence of the client.</p> <p>3.1. Prepare the assessment report.</p>	<p>None</p>	<p>1 Day and 1 Hour</p>	<p>ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)</p> <p>SYRILL O.</p>





				<p>HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
4. Wait for the PSWDD to completely process your requested document.	4. Prepare the Certificate of Indigency to be signed by the Head of PSWDD.	None	5 Minutes	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i></p>



				<p>(San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge</i> (Villamor Air Base Unit Office)</p>
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				<p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
5. Claim the Certificate of Indigency and Eligibility, upon signing the duplicate copy thereof at the PSWDD Unit Office.	5. Issue/release the Certificate of Indigency to the client.	None	3 Minutes	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p>



				<p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE D. ALBA <i>Social Welfare Officer I/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
		<b>TOTAL</b>	None	1 Day, 1 Hour



		and 39 Minutes	
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### 103. Issuance of Certificate of Indigency and Eligibility

The Pasay Social Welfare and Development Department issues certificate of Indigency to clients which can be used for assistance such as Financial, Burial, Funeral, Cremation Educational, Medical, Take Care I Care Registration and Correction of Certificate of Live Birth.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Person/families in crisis situation, indigent individuals/families, poor/marginalized and disadvantaged individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Financial Assistance:</b>			
Barangay Certificate/Indigency (1 original)	Barangay/Place of Residence		
Government issued Identification Card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), Land Transportation Office (LTO)		
<b>For Burial/Funeral/Cremation Assistance:</b>			
Duly Registered Death Certificate (1 certified true copy, 1 original)	Local Civil Registry Office (LCRO)		
Funeral Contract (1 photocopy, 1 original)	Servicing funeral parlor		
Barangay Certificate/Indigency of requesting relative indicating the relationship with the deceased (1 original)	Barangay/Place of residency		
Government Identification Card of the deceased (1 photocopy, 1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Government Identification Card of the claimant (1 photocopy, 1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
<b>For Educational Assistance:</b>			
<b>Minor Applicant</b>			
TOR or Report Card (1 certified true copy)	DEP-Ed or CHED Accredited School		



School Identification Card (1 photocopy)	DEP-Ed or CHED Accredited School
Certificate of enrolment (1 certified true copy, 1 original)	DEP-Ed or CHED Accredited School
Voter's Identification Card or Voter's Registration Record (VRR) of the Parent/Guardian (1 photocopy)	COMELEC
Barangay Certificate of Parent/Guardian indicating the relationship to the applicant (1 photocopy)	Barangay/Place of Residence
Checklist of Requirements originally signed by the requesting party (1 original)	Office where educational assistance is requested
<b>Adult Applicant</b>	
TOR or Report card (1 certified true copy)	DEP-Ed or CHED Accredited School
School ID Card (1 photocopy)	DEP-Ed or CHED Accredited School
Certificate of enrolment (1 certified true copy, 1 original)	DEP-Ed or CHED Accredited School
Voter's ID or VRR (1 photocopy)	COMELEC
Barangay Certificate (1 photocopy)	Barangay/Place of Residence
Checklist of Requirements with original sign of the requesting party (1 original)	Office where educational assistance is requested
<b>For Medical Assistance:</b>	
<b>Principal</b>	
Hospital Bill/Promissory Note to Hospital (1 photocopy)	DOH Accredited Hospital
Latest Medical Abstract (1 photocopy)	DOH Accredited Hospital
Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy)	DOH Accredited Hospital
Latest Doctor's Prescription (for medicines) (1 photocopy)	Attending Physician
Referral Letter/Checklist from referring agency (1 original)	Referring Agency
Barangay Certificate (1 photocopy)	Barangay/Place of residency
Government issued Identification Card (1 photocopy, 1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
<b>Representative</b>	
Hospital Bill/Promissory Note to Hospital (1 photocopy)	DOH Accredited Hospital
Latest Medical Abstract (1 photocopy)	DOH Accredited Hospital



Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy)		DOH Accredited Hospital		
Latest Doctor's Prescription (for medicines) (1 photocopy)		Attending Physician		
Referral Letter/Checklist from referring agency (1 original)		Referring Agency		
Barangay Certificate of the Person Represented (1 photocopy)		Barangay/Place of residency		
Government issued Identification Card of the person Represented (1 photocopy, 1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Barangay Certificate/Indigency indicating the relationship with the patient (1 photocopy)		Barangay/Place of residency		
<b><i>Registration/Correction of Live Birth at the Civil Registrar</i></b>				
Barangay Certificate (1 photocopy)		Barangay/Place of residency		
Government issued Identification Card (1 photocopy, 1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Birth Certificate (1 certified true copy, 1 original)		PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the client's logbook at the receiving section of PSWDD.	1. Assist the client in the registration.	None	1 Minute	SAYORI M. RAMOS <i>Day Care Worker I</i> (PSWDD)  JENNYLYN L. COSTA <i>Social Welfare Aide</i> (PSWDD)  PHILIP N. TABAY <i>Social Welfare Aide</i> (PSWDD)







				(PSWDD)
4. Claim the Certificate of Indigency and Eligibility once released, upon signing the duplicate copy thereof at the PSWDD.	4. Issue/release the Certificate of Indigency and Eligibility to the client.	None	2 Minutes	AGUSTIN M. PRESENTACION <i>Social Welfare Officer I</i> (PSWDD)  DAN WYSINWYG OLAN G. BRENCHES <i>Social Welfare Officer I</i> (PSWDD)  DANIELLA LOUISE L. DARAN <i>Social Welfare Officer I</i> (PSWDD)
<b>TOTAL:</b>		None	29 Minutes	

#### 104. Issuance of Certificate of Zoning Classification (CZC)

The Certificate of Zoning Classification is issued by the City Planning and Development Office (CPDO)/City Zoning Administrator to the owners of lands/properties, citing the Zoning Classification of a particular land based on the City Zoning Ordinance.

<b>Office or Division:</b>	City Planning and Development Office (CPDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Developers/Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original)		Developer/Property Owner		
Vicinity/Location Map (1 photocopy)		Geodetic Engineer/ Property owners		
Transfer Certificate of Title (TCT) (1 certified true copy)		Registry of Deeds		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Submit the documentary requirements to the assigned personnel of the CPDO receiving area.</p>	<p>1. Receive and acknowledge receipt of documentary requirements; and conduct preliminary assessment thereof.</p> <p>1.1 Prepare Order of Payment.</p>	<p>None</p>	<p>10 Minutes</p>	<p>RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)</p> <p>VIRGILIO P. DE JESUS <i>Zoning Inspector I</i> (CPDO)</p> <p>JESS R. BOCES <i>Zoning Officer I</i> (CPDO)</p>
<p>2. Pay the necessary fees at the cashier area of the City Treasurer's Office (CTO).</p>	<p>2. Issue Official Receipt (OR) to the client.</p>	<p>PHP100.00</p>	<p>5 Minutes</p>	<p><i>Cashier</i> (CTO)</p>
<p>3. Present OR to the assigned personnel of the CPDO receiving area.</p>	<p>3. Receive the details of payment and forward all the assessed documentary requirements for encoding and printing of Certificate of Zoning Classification.</p>	<p>None</p>	<p>15 Minutes</p>	<p>MARIAN M. MAGDALITA <i>Administrative Assistant I</i> (CPDO)</p>
<p>4. Claim the Certificate of Zoning Classification at</p>	<p>4. Release the Certificate of Zoning Certificate to the client.</p>	<p>None</p>	<p>5 Minutes</p>	<p>MARIAN M. MAGDALITA <i>Administrative Assistant I</i> (CPDO)</p>



the releasing area of the CPDO.				RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)
<b>TOTAL:</b>		PHP 100	35 Minutes	

## 105. Issuance of Certification for Non-Ownership of Business Establishment

Any person may request from the Business Permits and Licensing Office a document certifying that the person requesting is not an owner of business establishment based on the database of registered business establishments in Pasay, to avail the services of other agencies such as Medical/Financial Assistance (Social Welfare Services) and Legal Assistance (PAO Services).

<b>Office or Division:</b>	Business Permits and Licensing Office (BPLO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B – Government to Citizen		
<b>Who may avail:</b>	Any indigent resident of Pasay City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal:</b>			
Duly Accomplished Form:		BPLO Requesting Party	
<ul style="list-style-type: none"> <li>- Request Form</li> <li>- Details/information to be indicated in the request form</li> </ul>			
Valid Identification Card (1 original and 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)	
Barangay Clearance (1 photocopy)		Office of the Barangay where the indigent individual resides	
Certificate of Indigency(1 photocopy)		Pasay Social Welfare and Development Department (PSWDD) (Room 220)	
Request letter addressed to BPLO Head (1 original)		Indigent individual	
<b>Representative:</b>			
Duly Accomplished Form: (1 original copy)		BPLO Representative	
<ul style="list-style-type: none"> <li>- Request Form</li> </ul>			



- Details/information to be indicated in the request form				
Valid Identification Card of the person represented and the representative (1 original and 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Barangay Clearance (1 photocopy)		Registered Barangay of indigent individual		
Certificate of Indigency (1 photocopy)		PSWDD		
Request letter addressed to BPLO Head (1 original)		Indigent individual represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form/slip and submit to the assigned personnel at the BPLO transaction window.	1. Receive the complete requirements and verify based on the records. 1.1 Once verified, issue Order of Payment.	None	15 Minutes	CATHERINE L. DE LEON <i>Social Welfare Aide, (BPLO)</i>
2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the BPLO.	PhP40.00 PER COPY	15 Minutes	CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall
3. Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO <i>Nursing Attendant I (BPLO)</i>
<b>TOTAL:</b>		PhP40.00 PER COPY	1 Hour	

### 106. Issuance of Certification for Registered Business (Access to Record)

The Business Permits and Licensing Office of the City Government of Pasay may issue a document certifying the existence or non-existence of a business establishment based on the database of registered businesses in Pasay to any business owner or government agency/institution or juridical person who may want to secure valid information (Access to Record), subject to the provision of the R.A. No. 10173 also known as "Data Privacy Act of 2012".



<b>Office or Division:</b>	Business Permits and Licensing Office (BPLO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business, G2G- Government to Government			
<b>Who may avail:</b>	Business Owner (Natural or Juridical) and Government Agencies/Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal:</b>				
Duly Accomplished Form: (1 original)		BPLO Requesting Party		
<ul style="list-style-type: none"> <li>- Request Form</li> <li>- Details/information to be indicated in the request form</li> </ul>				
Valid Identification Card (1 original and 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Request letter addressed to BPLO Head (1 original)		Person/office/agency/institution represented		
<b>Representative:</b>				
Duly Accomplished Form: (1 original)		BPLO Representative		
<ul style="list-style-type: none"> <li>- Request Form</li> <li>- Details/information to be indicated in the request form</li> </ul>				
Valid Identification Card of the person represented and the representative (1 original and 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Request letter addressed to BPLO Head (1 original)		Requesting Party represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form/slip and submit it to the assigned personnel at the BPLO transaction window.	1. Receive the complete requirements and verify the availability of the requested record from the database	None	30 Minutes	CATHERINE L. DE LEON <i>Social Welfare Aide,</i> (BPLO)



	system. 1.1 Once verified, issue Order of Payment.			
2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the BPLO.	PHP40.00 Government Agencies/ Institutions - None	15 Minutes	CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall
3. Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO Nursing Attendant I, (BPLO)
<b>TOTAL:</b>		PHP40.00 Government Agencies/ Institutions - None	1 Hour and 15 Minutes	

## 107. Issuance of Certification of No Pending Administrative Case

Securing Certification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for bank loans, separation benefits and other related purposes.

<b>Office or Division:</b>	City Legal Office (CLO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Employees of the City Government who are applying for bank loans, separation benefits and other related purposes.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly accomplished request form (1 original) - Request Form - Details to be indicated in the form	City Legal Office Requesting Party	
Duly accomplished Clearance Form (1 photocopy) - Clearance Form - Details to be indicated in the form	City Legal Office Requesting Party	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished request form to the Receiving/ Releasing Staff of the CLO.	1. Receive and check the completeness of request form and the submitted requirements.	None	2 Minutes	MARVIE B. CHENG <i>Administrative Aide I</i> (CLO)  MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)
2. Wait for the order of payment to be issued at the CLO.	2. Verify if the requesting party is included in the lists of employees with pending administrative case, then issue order of payment.	None	5 Minutes	MITZIE T. ALVARADO <i>Administrative Aide VI</i> (CLO)  GEOVANI S. DE LA TORRE <i>Administrative Aide IV</i> (CLO)  MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)
3. Pay the required fee to the City Treasurer's Office (CTO)	3. Receive payment and issue Official Receipt (OR) to the client.	PHP 100	5 Minutes	<i>Teller</i> (CTO)



4. Submit the OR to Frontline Service Section of CLO.	4. Check the OR and prepare the requested Certification.  4.1 Review, check and sign the prepared certification.	None	8 Minutes	MITZIE T. ALVARADO <i>Administrative Aide VI (CLO)</i>  GEOVANI S. DE LA TORRE <i>Administrative Aide IV (CLO)</i>  ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II (CLO)</i>
5. Claim the requested certification at the CLO.	5. Release the certification to the requesting party then keep the receiving copy for future file/reference.	None	5 Minutes	MARVIE B. CHENG <i>Administrative Aide I (CLO)</i>  MARICEL C. MILLAR <i>Administrative Aide I (CLO)</i>
<b>TOTAL:</b>		PHP 100	25 Minutes	

### 108. Issuance of Certification of Registered Market Stall Holders

Tenants/Stallholders may request for the issuance of a certification from the Pasay City Public Market that they are duly registered tenants/stallholders.

<b>Office or Division:</b>	Pasay City Public Market (PCPM)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Tenants/Stallholders
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal:</b>	
Valid Government-issued ID Card (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PSA, LTO, DFA
Duly Accomplished Request Form: - Application Form	Administration Office of PCPM





- Details/information to be indicated in the request form		Tenant/Stallholder		
<b>Representative:</b>				
Authorization Letter (1 original)		Person Represented (Applicant)		
Valid Government-issued ID Card of the Person Represented (Tenant/Stallholder) (1 original, 1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Valid Government-issued ID Card of the Representative (1 original, 1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Duly Accomplished Request Form: - Application Form - Details/information to be indicated in the request form		Administration Office of PCPM Person Represented (Tenant/Stallholder)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request form to the receiving section of Administration Office of PCPM located at the 1 <sup>st</sup> Floor of Pasay City Public Market.	1. Accept and acknowledge receipt of the request form  1.1 Issue Order of Payment to the client.	None	5 Minutes	MARJORIE ANN M. SAN LUIS <i>Market Inspector I</i> (PCPM)  REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)
2. Pay the certification fee at the Cashier located at 2 <sup>nd</sup> Floor near parking area of Pasay City Mall.	2. Issue official receipt (OR) based on the order of payment presented by the client.	PHP40.00 per stall	5 Minutes	<i>Cashier</i> (City Treasurer's Office)
3. Return to receiving section of Administration Office of PCPM to present the OR.	3. Check the OR and prepare the certification; inform the client to wait outside while the certification is being prepared.	None	10 Minutes	REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)  MARJORIE ANN M. SAN LUIS <i>Market Inspector I</i> (PCPM)



				TEODORO N. VELASCO <i>Officer-In-Charge</i> (PCPM)
4. Claim the certification at the receiving section of Administration Office of PCPM.	4. Release certificate to the requesting party after signing in the logbook.	None	10 Minutes	REYNALDO DC. SAN JUAN <i>Administrative Aide I</i> (PCPM)
<b>TOTAL:</b>		PHP40.00	30 Minutes	

### 109. Issuance of Certified Copy/ies of Tax Declarations and/or Property Holdings, Non-Property, & No Improvement

The TAX DECLARATION (TD) serves as the permanent record for every real property unit such as Land, Building and Machinery. A Certified True Copy or Certification of various property holdings, Non-Property or No-improvements thereon may be requested from the City Assessor's Office.

<b>Office or Division:</b>	City Assessor's Office (CAssrO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Property Owner/s	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Request Slip	CAssrO	
Valid Government Issued Identification Card (1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU	
<b>Representative</b>		
Request Slip	CAssrO	
<ul style="list-style-type: none"> <li>• <b><u>Owner's Representative:</u></b> Latest authorization letter (1 original copy) or Special Power of Attorney (1 photocopy) or Duly signed by the Consul General of the Republic of the Philippines <u>with attached red ribbon</u> (if the owner is outside the country) (1 photocopy)</li> </ul>	Person Represented (Property Owner)	
<ul style="list-style-type: none"> <li>• <b><u>Company Representative(s):</u></b> Secretary's Certificate (1 original) or Formal <u>Authorization Letter</u> (printed on Company Letterhead) signed by the company's authorized signatory</li> </ul>	Company Represented (Company)	



(1 original)				
<ul style="list-style-type: none"> <li><b>Buyer</b> Notarized Deed of Sale (1 photocopy)</li> </ul>	Property Owner			
Valid Government Issued Identification Card of the person being represented (1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU			
Company ID Card of company being represented (for company only) (1 photocopy)	Company being represented			
Government Issued Identification Card of the Representative	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU			
Company ID Card of Representative (for company only) (1 photocopy)	Company ID Card represented			
Inspection Report (for no-improvement) (1 original copy)	Deputy-in-Charge (Assessor's Office)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip, attached necessary requirements, and submit it to the assigned personnel of the City Assessor's Office- Administrative & Assessment Records Management Division.	1. Check the request slip including the completion of requirements, then issue Order of Payment to the client.	None	5 Minutes	Officer of the Day (CAssrO)  GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)  JEMALYN A. LABACO <i>Administrative Assistant V</i> (CAssrO)  CARMELITA C. BELTRAN <i>Assessment Clerk II</i> (CAssrO)  ANTHONY A. ABABA <i>Data Controller I</i> (CAssrO)  MARIA INES A.



				<p>ROBIN <i>Administrative Aide II</i> (CAssrO)</p> <p>MA. LUISA B. MIRANDA <i>Administrative Aide IV</i> (CAssrO)</p> <p>LUBBY A. TANCHING <i>Administrative Aide II</i> (CAssrO)</p> <p>MARY JANE V. MOSTAJO <i>Administrative Aide II</i> (CAssrO)</p> <p>MA. CRISTINA F. OMBION <i>Administrative Aide I</i> (CAssrO)</p>
2. Proceed to the City Treasurer's Office (CTO) teller, and pay the required fees.	2. Issue Official Receipt (OR) based on submitted Order of Payment to the client	PHP 40	5 Minutes	<i>Cashier</i> (CTO)
3. Present the OR to the assigned personnel of the City Assessor's Office Records Officer for the preparation and Approval of Certified Copy/ies or Certification.	<p>3. Prepare and issue the requested certification/s and certified copy/ies.</p> <p>3.1 Advice the client to pay for the documentary stamp.</p>	None	15 Minutes	<p>GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)</p> <p>MARISSA R. BACAMANTE <i>Administrative Aide I</i> (CAssrO)</p>



4. Pay the required documentary stamp, and claim the requested Certification or Certified True Copy (CTC) from the assigned personnel of the City Assessor's Office - Administrative & Assessment Records Management Division.	4. Release the Certification/ CTC and collect the payment for the documentary stamp.	Documentary stamp per certification - PHP 30	10 Minutes	MARISSA R. BACAMANTE <i>Administrative Aide I</i> (CAssrO)  GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)
<b>TOTAL:</b>		PHP 70	35 Minutes	

### 110. Issuance of Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records

The Office of the Secretary to the Sangguniang Panlungsod issues Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Valid Government Issued Identification Card (1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC	
Duly accomplished application request form stating either of the following (1 original): a. For Ordinance/Resolution – Ordinance/Resolution Title or Number b. Minutes of any legislative action –		



Date of the Minutes of the Session or the Subject/Title of the Committee Hearings and En Banc - Application request form - Information/data to be indicated in the application request form		Office of the Secretary to the SP Requesting Party		
<b>Representative:</b>				
Authorization letter (1 original)		Person Represented		
Valid Government Issued Identification Card of the Person Represented (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC		
Valid Government Issued Identification Card of the Representative (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC		
Duly accomplished application request form stating either of the following (1 original): a. For Ordinance/Resolution Ordinance/Resolution Title or Number b. Minutes of any legislative action – Date of the Minutes of the Session or the Subject/Title of the Committee Hearings and En Banc - Application request form - Information/data to be indicated in the application request form		Office of the Secretary to the SP Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Office of the Secretary to the SP, and submit the duly accomplished request form.	1. Check/ retrieve the requested records.	None	5 Minutes	RHONIEL A. PEÑA <i>Supervising Administrative Officer</i> (Office of the Secretary to the SP)
2. Pay the required fee at the City Treasurer's Office (CTO).	2. Issue Official Receipt (OR) to the client based on submitted order of	<ul style="list-style-type: none"> <li>• For CTC – PHP 50/ Page</li> <li>• Certification as to the</li> </ul>	5 Minutes	<i>Cashier/Teller (CTO)</i>



	payment from the Secretariat.	availability of Ordinance/ Resolution and other records - PHP 50		
3. Present the OR to the assigned personnel of the Office of the Secretary to the SP and claim your requested document.	3. Process and issue the requested document.	None	5 Minutes	<p>VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA <i>City Government Department Head II,</i> (Office of the Secretary to the SP)</p> <p>RHONIEL A. PEÑA <i>Supervising Administrative Officer</i> (Office of the Secretary to the SP)</p>
<b>TOTAL:</b>		<ul style="list-style-type: none"> <li>• For CTC – PHP 50/ Page</li> <li>• Certification as to the availability of Ordinance/ Resolution and other records - PHP 50</li> </ul>	15 Minutes	

### 111. Issuance of Certified True Copy of Mayor's/Business Permit

The Business Permits and Licensing office of the City Government of Pasay may issue a Certified True Copy of the Mayor's/Business Permit to Operate issued within the jurisdiction of the City to any registered business establishment as a requirement to other transactions from other government agencies/institutions.



<b>Office or Division:</b>	Business Permits and Licensing Office (BPLO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All registered business establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal:</b>				
Duly Accomplished Form: (1 original)		BPLO Requesting Party		
<ul style="list-style-type: none"> <li>- Request Form</li> <li>- Details/information to be indicated in the request form</li> </ul>				
Valid Identification Card (1 original and 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Request letter addressed to BPLO Head (1 original)		Requesting party		
<b>Representative:</b>				
Duly Accomplished Form: (1 original)		BPLO Representative of the principal		
<ul style="list-style-type: none"> <li>- Request Form</li> <li>- Details/information to be indicated in the request form</li> </ul>				
Valid Identification Card of the person represented and the representative (1 original and 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Request letter addressed to BPLO Head (1 original)		Requesting Party represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form/slip and submit it to the assigned personnel at the BPLO transaction window.	1. Receive the properly filled out form/slip and verify the availability of the requested record from the database system.	None	30 Minutes	CATHERINE L. DE LEON <i>Social Welfare Aide</i> (BPLO)





	1.1 Issue Order of Payment.			
2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the BPLO.	PHP 40.00	30 Minutes	CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall
3. Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO Nursing Attendant I (BPLO)
<b>TOTAL:</b>		PHP 40.00	1 Hour and 30 Minutes	

## 112. Issuance of Certified True Copy or Certification of Registered Civil Registry Document

Securing certified copy or certification of a registered Certificate of Live Birth, Marriage, Death or Fetal Death and Person with No Known Parents (Foundling) from the Local Civil Registry Office.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Citizen with registered records of birth/marriage/death/fetal death and foundling in Pasay City
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Requested document (1 photocopy)	Document Owner
Any Government ID Card (1 original, 1 photocopy)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
<b>Representative</b>	
Handwritten authorization letter (1 original)	Person being represented (Document Owner)
Any Government ID Card of Person Represented (Document Owner) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Government ID Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



Representative (Document Owner) (1 original)				
Requested document (1 photocopy)		Person being represented (Document Owner)		
In case of Deceased Document Owner, please provide the following: - Affidavit of Kinship (1 original) - Proof of Kinship (1 original, 1 photocopy)		Nearest Kin/Immediate Family Member Nearest Kin/Immediate Family Member		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form/slip and submit it to the assigned verifier at the LCRO verification window.	1. Verify the availability of the requested record from the database/ registers or indices.  1.1 Once verified, issue the order of payment for Certified True Copy (CTC)/ transcribed copy or certificate of no record to the client.	None	22 Minutes	ROMEO S. RIVERA II <i>Administrative Aide II</i> (LCRO)  or  LILIBETH S. DELA ROSA <i>Administrative Aide II</i> (LCRO)
2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the LCRO.	<ul style="list-style-type: none"> <li>● Verification Fee – PHP 50</li> <li>● For CTC or Certificate of No Record - PHP 50</li> <li>● For certified transcribed copy (Mun. Form 1A) - PHP 100</li> <li>● Computerization</li> </ul>	5 Minutes	<i>Teller</i> (CTO)



		Fee – PHP 20		
3. Present OR to the Clerk/Verifier at the LCRO releasing window.	3. Prepare the requested document, and issue the same to the client.	None	7 Minutes	<p>ROMEO S. RIVERA II <i>Administrative Aide II</i> (LCRO)</p> <p>or</p> <p>LILIBETH S. DELA ROSA <i>Administrative Aide II</i> (LCRO)</p> <p>ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)</p>
4. Claim the requested document at the LCRO releasing window, and sign the logbook.	4. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	1 Minute	<p>LILIBETH S. DELA ROSA <i>Administrative Aide II</i> (LCRO)</p> <p>or</p> <p>ROMEO S. RIVERA II <i>Administrative Aide II</i> (LCRO)</p>
<b>TOTAL:</b>		<ul style="list-style-type: none"> <li>● For CTC or Certification of No Record – Verification Fee + Certified copy + Computerization Fee = PHP 120</li> <li>● For certified transcription copy (Mun. Form No. 1A) – Verification Fee + Certified transcription copy +</li> </ul>	35 Minutes	



	Computerization Fee = PHP 170.00		
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### 113. Issuance of Certificate of No Pending Case for Barangay Officials

The Office of the Secretary to the Sangguniang Panlungsod certifies that the Barangay Officials has no pending case.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Oath of Office (1 photocopy)		Department of Interior and Local Government (DILG)/Barangay Hall		
Valid Government Issued Identification Card (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Office of the Secretary to the SP, and request for the certificate.	1. Issue an order of payment to the client.	None	3 Minutes	RHONIEL A. PEÑA <i>Supervising Administrative Officer</i> (Office of the Secretary to the SP)
2. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued)	2. Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document.	PHP 50	2 Minutes	<i>Teller</i> (City Treasurer's Office)
2.1 Claim the Certificate to the Office of the	2.1 Issue the			



Secretary to the SP.	Certificate of No Pending Case to the requesting party.	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
<b>TOTAL:</b>		PHP 50	10 Minutes	

#### 114. Issuance of Company/Job Referrals/Certifications

Pasay City residents and other clients may request for referrals from the City Mayor's Office that covers the following:

- Company Referral;
- Job Recommendation; and
- Certification of Good Moral, Support and Residency

<b>Office or Division:</b>	City Mayor's Office (CMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal letter request addressed to Mayor Imelda Calixto-Rubiano (1 original)		Document Owner		
Barangay Clearance (1 original)		Barangay Hall		
Complete Bio-data or Curriculum Vitae (1 original)		Document Owner		
Company Profile/Product/Services (1 photocopy)		Company		
NBI/Police Clearance (1 original)		National Bureau of Investigation (NBI)/Philippine National Police (PNP)		
Community Tax Certificate (1 original)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request addressed to the City Mayor together with all the necessary	1. Verify and validate the completeness and authenticity of all documents	None	2 Minutes	MARITESS V. CRONE Administrative Aide I (CMO)



requirement at the CMO.	presented.			
2. Wait for the notification on the schedule of the release of requested document from the Mayor's Office.	2. Process the request and notify the requestor on the schedule of the release.	None	5 Minutes	MARITESS V. CRONE <i>Administrative Aide I</i> (CMO)
3. Secure the requested document from the Mayor's Office.	3. Issue the requested document.	None	2 Minutes	MARITESS V. CRONE <i>Administrative Aide I</i> (CMO)
<b>TOTAL:</b>		None	9 Minutes	

### 115. Issuance of Endorsement Letter to Cooperatives Securing Business/Mayor's Permit

The service is designed to facilitate through endorsement, the securing of the business/mayor's permit of all old and newly-registered cooperatives operating in Pasay, and cooperatives establishing branch or satellite office within the city. This is mandated by national law and local ordinances, in order to secure the necessary permit to operate and pay corresponding regulatory fees before commencing operation.

The Business/Mayor's Permit must then be subsequently renewed annually.

<b>Office or Division:</b>	<b>Office of the City Cooperative Officer (aka Pasay Cooperative Development Office – Pasay CDO)</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All old and newly- registered cooperatives operating in Pasay and cooperatives establishing branch or satellite office in Pasay	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished Cooperative Profile/Information Sheet (1 original copy)		Cooperative organizations
Articles & By-laws (1 photocopy)		Newly-registered, branch/satellite cooperative organization



Certificate of Registration issued by Cooperative Development Authority (2 photocopies)		Newly-registered, branch/satellite cooperative organization		
Certificate of Registration issued by BIR (2 photocopies)		Newly-registered, branch/satellite cooperative organization		
Locational Sketch of the Cooperative Office (2 photocopies)		Newly-registered, newly-established branch/satellite cooperative organization		
Certificate of Authority from CDA (1 photocopy), <i>in cases of Cooperative Branch</i>		newly-established branch/satellite cooperative organization		
Letter of Authority from CDA (1 photocopy), <i>in cases of Cooperative Satellite Office</i>		newly-established branch/satellite cooperative organization		
Latest Certificate of Compliance (COC) (1 photocopy)		Cooperative organizations		
Prior Year Issued Sanitary Permit (1 photocopy) <i>in cases of cooperatives with canteen/food services operation</i>		Cooperative organizations		
Prior Year Business Permit (1 photocopy)		Business Permit and Licensing Office		
Latest Audited Financial Statement with BIR stamp (1 photocopy)		Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest Audited Financial Statement – (1 photocopy)		Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest CAPR (Cooperative Annual Progress Report) (1 photocopy)		Cooperative organizations		
Print out of Online submitted (thru CAIS) List of Officers and Trainings Attended (1 photocopy)		Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest Social Audit Report (1 photocopy)		Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest Performance Audit Report (1 photocopy)		Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest Mediation and Conciliation Report (1 photocopy)		Cooperative organizations		
Certificate of Compliance (1 photocopy)		Cooperative organizations		
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>



	<b>ACTIONS</b>	<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
1. Submit duly accomplished Cooperative Profile/ Information Sheet together with complete requirements at the receiving section of the Pasay Cooperative Development Office (PCDO).	1. Receive and assess the required documents for its completeness and correctness.	None	15 Minutes	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I</i> (PCDO) JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (PCDO) JOHN N. NADUA <i>Community Affairs Officer III</i> (PCDO) JODI CAROL C. VIADO <i>Cooperative Development Specialist I</i> (PCDO)
2. Wait for the processing of the endorsement slip at the designated waiting area of PCDO.	2. Prepare and sign endorsement slip.	None	5 Minutes	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I</i> (PCDO) JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (PCDO) JOHN N. NADUA <i>Community Affairs Officer III</i> (PCDO) JODI CAROL C. VIADO <i>Cooperative Development Specialist I</i> (PCDO)
3. Claim	3. Release	None	5 Minutes	ROWENA T. BUENAVENTURA,





endorsement slip from the releasing section of the PCDO.	endorsement slip to the client.			<i>City Cooperative Officer I (PCDO)</i>  JOSELYN L. CARASIG <i>Cooperative Development Specialist II (PCDO)</i>  JOHN N. NADUA <i>Community Affairs Officer III (PCDO)</i>  JODI CAROL C. VIADO <i>Cooperative Development Specialist I (PCDO)</i>
<b>TOTAL:</b>		None	25 Minutes	

\*\*\* Legal Basis: RA 9520; Rule 7 Section 5 of IRR; MC No. 2022-19, Section 7; MC No. 2016-0

## 116. Issuance of Financial Assistance/Non-Monetary Donation

Pasay City residents may request for financial assistance from the City Mayor's Office that covers the following:

- Burial Assistance;
- Medical Assistance;
- Solicitation (monetary or non-monetary); and
- Educational Assistance

<b>Office or Division:</b>	City Mayor's Office (CMO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Burial Assistance:</b>	
Registered death certificate (1 certified true copy)	Document Owner
Barangay Clearance of the deceased (1 original)	Barangay Hall
Proof of relationship: Birth certificate/Marriage certificate/Certification	



duly signed by Punong Barangay certifying the relationship of the claimant and the deceased (1 original)	Philippine Statistics Authority (PSA)
Valid Government ID Card of claimant/deceased (1 photocopy)	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO, COMELEC
Funeral Contract (1 original)	Funeral Service Provider
PSWD Indigency/Certificate of Eligibility (1 original)	Pasay Social Welfare Department (PSWD)/Barangay Hall
<b>Medical Assistance:</b>	
Personal letter request addressed to Mayor Imelda Calixto-Rubiano (1 original)	Document Owner
Barangay Clearance of Patient (indicate claimant's name and relationship to the patient) (1 original)	Barangay Hall
Medical Abstract/Prescription/Laboratory Request (1 photocopy)	Department of Health (DOH) Accredited Hospital/Clinic
PSWD Indigency/Certificate of Eligibility (1 original)	PSWD/Barangay Hall
Valid Government ID Card of patient (1 photocopy)	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO, COMELEC
Valid Government ID Card of claimant/deceased (1 photocopy)	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO, COMELEC
<b>Solicitation:</b>	
Personal letter request addressed to Mayor Imelda Calixto-Rubiano (1 original)	Document Owner
Barangay Clearance (1 original)	Barangay Hall
Valid Government ID Card of the requester (1 photocopy)	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO, COMELEC
<b>Educational Assistance:</b>	
Personal letter request addressed to Mayor Imelda Calixto-Rubiano (1 original)	Document Owner
Barangay Clearance of one (1) parent/guardian/student 18 years old and above (1 original)	Barangay Hall
PSWD Indigency/Certificate of Eligibility (1 original)	PSWD/Barangay Hall
Duly Accomplished Application Form (1 original)	Educational Assistance Help Desk, CMO
Voter's ID Card of parent/guardian or voter's registration for student 18 years old and above (1 photocopy)	COMELEC
1x1 ID Picture (2 pcs.)	Photo Shop



Grades with GWA of 80% and above (2.5 and above for college) (1 certified true copy by the school)		DEPED Accredited Schools for Elementary/High School CHED Accredited Schools for College		
Proof of Enrollment (Certificate of Registration (COR)/Certificate of Enrollment (COE)/Certificate of Matriculation (COM)/Official Receipt (OR) (1 photocopy)		DEPED Accredited Schools for Elementary/High School CHED Accredited Schools for College		
Course Curriculum if available (1 certified true copy)		DEPED Accredited Schools for Elementary/High School CHED Accredited Schools for College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request for a specific financial assistance and/or non-monetary donation addressed to the City Mayor together with all the necessary requirements.	1. Verify and validate the completeness and authenticity of all documents presented.	None	2 Minutes	JUDITH D. FERNANDEZ <i>Administrative Assistant I</i> (CMO)  MA. REBECCA S. MANTE <i>Administrative Aide I</i> (CMO)  LINDSAY ROSE E. TAN <i>Administrative Assistant II</i> (CMO)  EDEN E. PADILLA <i>Administrative Aide IV</i> (CMO)  MARYBLESS A. MORENO <i>Social Welfare Aide</i> (CMO)  VICTOR A. SANGIL <i>Administrative Aide IV</i>





				<i>Assistant II</i> (CMO) EDEN E. PADILLA <i>Administrative Aide</i> IV (CMO)  MARYBLESS A. MORENO <i>Social Welfare Aide</i> (CMO)  VICTOR A. SANGIL <i>Administrative Aide</i> IV (CMO)
<b>TOTAL:</b>		None	3 Days and 9 Minutes	

## 117. Issuance of Locational Clearance (LC)

The Locational Clearance is issued by the City Planning and Development Office (CPDO) to all types of development/redevelopment projects that are permitted under the provisions of City Ordinance No. 5718, series of 2016 also known as the Zoning Ordinance as well as other standard, rules and regulations on land use. This clearance is required prior to the issuance of the Building Permit.

### ***For Simple Structure/Development:***

This refers to an application of any of the following w/ floor areas not to exceed 1,500 square meters: single dwelling residential building not more than three (3) storeys, commercial building of not more than two (2) storeys, warehouse not storing hazardous substance, and renovation within a mall with issued building permit.

<b>Office or Division:</b>	City Planning and Development Office (CPDO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Developers/Property Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Duly accomplished Unified Application Form for Building Permit (1 original)		Room 315, One-Stop Shop for Construction Permit (OSCP) Division, City Engineering Office (CEO)	
Transfer Certificate of Title (1 certified		Registry of Deeds	



true copy) or Lease Agreement ( <i>if lessee</i> ) (1 photocopy)		Developer/Property Owner		
Architectural Plans (5 sets of blue print) (1 original)		Hired Architectural Designers/Engineers		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the necessary fees at the payment area.	1. Prepare Order of Payment (OP) based on the plans submitted and endorse the same to the Liaison/Collector Personnel for inclusion to the One- Time- Assessment.  <i>Note: If the application is non-conforming to the land use, application will no longer be processed. A Notice of Disapproval shall be issued to the proponent indicating the grounds for disapproval.</i>	Please refer to the table below representing the list of zoning fees.	10 Minutes	JESS R. BOCES <i>Zoning Officer I</i> (CPDO)  VIRGILIO P. DE JESUS <i>Zoning Inspector I</i> (CPDO)
2. Present the original and photocopy of the Official	2. Receive the photocopy of the OR, record the details of	None	20 Minutes	RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)



Receipt (OR) at the receiving area of OSCP Division, OBO and wait for the issuance of the Building Permit.	payment and forward all the assessed documentary requirements for encoding and printing of LC.  2.1 Upon signing, forward the LC to the releasing area of the OSCP Division, Office of the Building Official (OBO).			
<b>TOTAL:</b>		*ALC + LCF + IF + PF = N	30 Minutes	

**\*Legend:**

**ALC** (Application for Locational Clearance) + **LCF** (Locational Clearance Fee) + **IF** (Inspection Fee) + **PF** (Processing Fee) = **N** (Total Fees)

**LEGAL BASIS:**

- City Ordinance No. 5718, S 2016
- Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)

**For Complex Development and Highly Technical Developments:**

This refers to an application with floor areas exceeding 1,500 square meters; dwelling residential building more than three (3) storeys, commercial building more than two (2) storeys, and other developments that are not included in simple structures definition.

<b>Office or Division:</b>	City Planning and Development Office (CPDO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Developers/Property Owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Duly accomplished form for Locational Clearance (1 original)		Room 211, CPDO		
Transfer Certificate of Title (1 certified true copy)  or  Lease Agreement ( <i>if lessee</i> ) (1 photocopy)		Registry of Deeds  Developer/ Property Owner		
Architectural Plans (5 sets of original blueprint)		Hired Architectural Designers/Engineers		
Barangay Clearance (1 photocopy)		Barangay Hall which has jurisdiction over the proposed project		
Tax Clearance for Building Permit (1 photocopy)		City Treasurer's Office (CTO)		
Lot plan with vicinity map duly signed & sealed by Licensed Geodetic Engineer (1 original blueprint)		From a registered Geodetic Engineer		
Notarized consent of immediate neighbors (1 photocopy) (if applicable)		From owners of adjacent properties		
Environmental Compliance Certificate (ECC) ( <i>for projects within the scope of the Environmental Impact Assessment</i> ) (1 photocopy) (if applicable)		Department of Environment and Natural Resources (Environmental Management Bureau)		
Traffic Impact Assessment duly signed and sealed by registered Local Environmental Planner ( <i>for traffic generating developments</i> ) (1 original) (if applicable)		Hired registered Local Environmental Planner/ Transportation Engineer		
Civil Aviation Authority of the Philippines Height Clearance (1 original) (if applicable)		Civil Aviation Authority of the Philippines (CAAP)		
Comprehensive Master Development Plan (CMDP) (1 original) (if applicable)		Hired Registered Licensed Environmental Planner (RLENP)		
Development Permit (DP) (1 original) (if applicable)		Sangguniang Panlungsod (SP)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure, accomplish, and submit notarized	1. Perform preliminary assessment and evaluation of	None	20 Minutes	MARIAN M. MAGDALITA <i>Administrative Assistant I</i> (CPDO)





<p>Application Form for Locational Clearance and documentary requirements to the assigned receiving personnel at Room 211, CPDO.</p>	<p>sufficiency of submitted requirements and acknowledge receipt of documents in a routing slip; record the details of the application in the logbook; and forward the documents to the Plan Evaluator (PE) for assessment and plan evaluation.</p> <p>1.1 Undertake actual inspection/site verification (if necessary); if the submitted plans need corrections, the PE shall require the owner/applicant to modify the plans.</p> <p>1.2 Evaluate the submitted plans and accomplish the evaluation sheet then forward the same to the Zoning Administrator for approval and</p>	<p>None</p>	<p>2 Days</p> <p>2 Days</p>	<p>RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)</p> <p>MARIA TERESA M. CASTILLO <i>Zoning Officer IV</i> (CPDO)</p> <p>JESS R. BOCES <i>Zoning Officer I</i> (CPDO)</p> <p>VIRGILIO P. DE JESUS <i>Zoning Inspector I</i> (CPDO)</p> <p>MARIA TERESA M. CASTILLO <i>Zoning Officer IV</i> (CPDO)</p> <p>JESS R. BOCES <i>Zoning Officer I</i> (CPDO)</p> <p>VIRGILIO P. DE JESUS <i>Zoning Inspector I</i></p>
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	<p>signing.</p> <p>1.3 Issue the OP to the client</p>		5 Minutes	<p>(CPDO)</p> <p>RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)</p>
<p>2. Pay the necessary fees at the cashier area of the City Treasurer's Office (CTO) after acquiring the OP at the OBO.</p>	<p>2. Issue the Official Receipt (OR) to the client.</p>	<p>Please refer to the table below representing the list of zoning fees.</p>	5 Minutes	<p><i>Cashier</i> (CTO)</p>
<p>3. Present the original and photocopy of the OR to the receiving personnel of the CPDO.</p>	<p>3. Receive the photocopy of OR and record its details.</p> <p>3.1 Forward all the assessed documentary requirements for LC encoding and printing.</p> <p>3.2 Encode and print the LC.</p>	None	25 Minutes	<p>RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)</p>
<p>4. Claim the LC from the receiving section of the CPDO.</p>	<p>4. Release the LC to the client.</p>	None	5 Minutes	<p>RICHELLE ANNE T. PERDON <i>Administrative Aide IV</i> (CPDO)</p>



<b>TOTAL:</b>	*ALC + LCF = N	4 Days and 1 Hour	
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**\*Legend:**

**ALC** (Application for Locational Clearance) + **LCF** (Locational Clearance Fee) = **N** (Total Fees)

**LEGAL BASIS:**

- City Ordinance No. 5718, S 2016
- Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)

**List of Zoning Fees:**

1. Application for Locational Clearance (ALC)	PHP 400.00
2. Locational Clearance Fee (LCF).	
a. Residential (single-detached, single-attached/zero lot line and duplex type.	PHP 6.00 per square meter of the Total Gross Floor Area (TGFA)
b. Commercial establishments including apartments, mass housing, townhouses, residential condominium, etc. Constructed primarily for gain purposes.	PHP 10.00 per square meter of the TGFA
c. Industrial establishments	PHP 10.00 per square meter of the TGFA
d. Institutional (schools, hospital, etc.)	PHP 5.00 per square meter of the TGFA
e. Memorial Parks/Cemeteries	PHP 5.00 per square meter of the TGFA
f. Agro-Industrial	PHP 6.25 per square meter of the TGFA



<p>f.1 Manufacturing</p> <p>f.2 Non-manufacturing</p> <p>g. Telecommunications/Towers</p> <p>h. Special Uses (helipad/landing area, gas station, abattoir, thermos select/gasification plant, etc.)</p> <p>i. Yards utilized for commercial purposes</p> <p>j. Yards utilized for industrial purposes</p> <p>k. Yards utilized for institutional purposes</p> <p>l. All types of renovation</p> <p>m. Billboards (all types) billboard</p>	<p>PHP 6.25 per square meter of the TGFA</p> <p>PHP 20,000.00 per unit</p> <p>PHP 16.00 per square meter of the TGFA</p> <p>PHP 4.00 per square meter of the TGFA</p> <p>PHP 8.00 per square meter of TLA</p> <p>PHP 1.20 per square meter of TLA</p> <p>Seventy- five percent (75%) of the corresponding rates prescribed above.</p> <p>PHP 20.00 per square feet of the surface area</p>
<p>3. Inspection Fee (IF)</p> <p>a. Residential (single-detached, single-attached/zero lot line and duplex type)</p> <p>b. Commercial establishment including apartments, mass housing, townhouses, residential condominium, etc. constructed primarily for gain purposes</p> <p>c. Industrial establishments</p> <p>d. Institutional (schools, hospital, etc.)</p> <p>e. Memorial Parks/Cemeteries</p> <p>f. Light Industrial</p>	<p>PHP 400.00</p> <p>PHP 600.00</p> <p>PHP 800.00</p> <p>PHP 400.00</p> <p>PHP 700.00</p>



f.1 Manufacturing	PHP 800.00
f.2 Non-manufacturing	PHP 800.00
g. Telecommunications/Towers	PHP 600.00
h. Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800.00 ( <i>yards utilized for commercial purposes</i> )
i. Yards utilized for industrial purposes	PHP 800.00 ( <i>yards utilized for institutional purposes</i> )
j. Yards utilized for commercial purposes	PHP 600.00
k. Yards utilized for institutional purposes	PHP 400.00
l. All types of renovation.	Twenty-five (25%) percent of the corresponding rates prescribed above.
4. Processing Fee (PF).	For processing the application for LC (whether the project or the activity to be undertaken is conforming or non-conforming), the processing fee shall be twenty-five percent (25%) of the corresponding prescribed LC fee.
<i>Per City Ordinance No. 5718, series of 2016</i>	

## 118. Issuance of Marriage License

Securing a Marriage License as pre-requisite to contract marriage under the Family Code of the Philippines from the Local Civil Registry Office.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)
<b>Classification:</b>	Highly Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Pasay City residents (both parties)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Mandatory for BOTH applicants</b>	
Personal Appearance	Both Parties
Pre-Marriage Orientation Certificate (1 original)	Pasay City Health Office
Valid Government ID Card of both parties	Bureau of Internal Revenue (BIR), Philippine Postal



(1 original, 1 photocopy)	Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Passport sized or 2x2 photo (1 original for both parties)	Photo Shop/Studio
<b>25 years old and above applicant</b>	
All Mandatory requirements mentioned above	
Certificate of No Marriage (CENOMAR) (1 original, 1 photocopy)	PSA
Certificate of Live Birth (1 original, 1 photocopy)	PSA, Local Civil Registry Office where birth was registered
Proof of residency (1 original, 1 photocopy)	Barangay Officials
<b>18 years old to 20 years old applicant</b>	
All Mandatory requirements mentioned above	
Parental Consent (2 original)	LCR Office, appearance of father, mother or legal guardian appointed by law
Valid Government ID of the parent giving consent (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Pre-Marriage Counseling Certificate (1 original, 1 photocopy)	Pasay City Social Welfare and Development Department (PCSWDD)
Certificate of No Marriage (CENOMAR) (1 original, 1 photocopy)	PSA
Certificate of Live Birth (1 original, 1 photocopy)	PSA, Local Civil Registry Office where birth was registered
Proof of residency (1 original, 1 photocopy)	Barangay Officials
<b>21 to 24 years old applicant</b>	
All Mandatory requirements mentioned above	
Parental Advice (2 original)	LCR Office, appearance of both parents or legal guardian appointed by law
Valid Government ID of parent/s giving Parental Advice	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Pre-Marriage Counseling Certificate (1 original, 1 photocopy)	PCSWDD
Personal Appearance	Both Parties
Certificate of No Marriage (CENOMAR) (1 original, 1 photocopy)	PSA
Certificate of Live Birth (1 original, 1 photocopy)	PSA, Local Civil Registry Office where birth was registered
Passport (1 photocopy)	Non-Filipino applicant
<b>Non-Filipino Applicant</b>	
Certificate of Legal Capacity or Affidavit in	Embassy or Consulate of the foreign national in the



Lieu of Certificate of Legal Capacity (1 original)	Philippines			
Divorce Decree/Order (if divorced) (1 original CTC, 1 photocopy)	Foreign Court or Office issuing such document			
Certificate of No Marriage (CENOMAR) (1 original, 1 photocopy)	PSA			
Certificate of Live Birth (1 original, 1 photocopy)	PSA, Local Civil Registry Office where birth was registered			
Valid Government ID Card of both parties (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
<b>Widow or Widower Applicant</b>				
Death Certificate of deceased spouse (1 original, 1 photocopy)	PSA			
Advisory on Marriages (CRS Form No. 5) (1 original, 1 photocopy)	PSA			
Certificate of Live Birth (1 original, 1 photocopy)	PSA, Local Civil Registry Office where birth was registered			
Proof of residency (1 original, 1 photocopy)	Barangay Officials			
<b>Annulled or Divorced Filipino Applicant</b>				
Annotated Certificate of Marriage (1 original, 1 photocopy)	PSA			
Registered Decree of Nullity of Marriage, if annulled (1 original, 1 photocopy)	RTC where annulment was granted, LCR Office where court is functioning			
Registered Recognition of Foreign Judgment, if divorced abroad (1 original, 1 photocopy)	LCR Office where the recognition of foreign judgment was rendered			
Advisory on Marriages (CRS Form No. 5) (1 original, 1 photocopy)	PSA			
Certificate of Live Birth (1 original, 1 photocopy)	PSA, Local Civil Registry Office where birth was registered			
Proof of residency (1 original, 1 photocopy)	Barangay Officials			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the necessary requirements to the registration officer/clerk at the Local Civil Registry Office.	1. Check if all applicable requirements are met. 1.1. Once checked, provide four (4) copies of application	None	5 Minutes	ARLENE A. VILLARAZA <i>Administrative Aide IV</i> (LCRO) or ROD-JAN S.



	for marriage license form to the applicants, together with the presented requirements and give instructions on how to accomplish the form to the client.			POLIDARIO <i>Registration Officer II</i> (LCRO)
<p>2. Fill out the application form given by the clerk from LCRO (use black ink and sign at the bottom).</p> <p>2.1 Bring the application forms to the notary public for notarization.</p> <p>2.2 Submit the accomplished application forms and the documents initially presented to the same registration officer/clerk of the LCRO.</p>	<p>2. Review the correctness and consistencies of the entries in the form and the submitted documents.</p> <p>2.1. Once reviewed, issue order of payment for the Application fee and forms to the client.</p>	Notarization Fee	5 Minutes	<p>ARLENE A. VILLARAZA <i>Administrative Aide IV</i> (LCRO)</p> <p>or</p> <p>ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)</p>
3. Pay the necessary fees at the City Treasurer's Office.	3. Issue Official Receipt (OR) for the Application Fee and Forms to the client.	<ul style="list-style-type: none"> <li>● Application – PHP 100</li> <li>● Application Form – PHP 50</li> <li>● Computeriz</li> </ul>	5 Minutes	<i>Teller</i> (CTO)





		ation Fee – PHP 20		
4. Present OR to the registration officer/clerk of the LCR Office.	4. Verify OR, issue claim stub indicating the date and time of release and the amount of the marriage license fee to be paid before the release  4.1. Assign registry number on the application, record and file the application  4.2 Prepare notice for the 10-day posting period	None	10 Days and 4 Minutes	ARLENE A. VILLARAZA <i>Administrative Aide IV</i> (LCRO)  or  ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)
5. On release date, present OR at the Local Civil Registry Office releasing window, and pay the necessary amount for the marriage license fee.	5. Process the request: 5.1 Prepare the marriage license for the signature of the City Civil Registrar  5.2 Sign the marriage license  5.2. Segregate copies of the marriage license, 1 for LCRO file and other for release; application forms, 1 for LCRO, 1 for PSA, 1 for applicants, 1 for	Marriage License Fee – PHP 100	15 Minutes	ARLENE A. VILLARAZA <i>Administrative Aide IV</i> (LCRO)  or  ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)  ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)



	solemnizing officer 5.3 Record the name of the applicants and release Marriage License with copy of the Notice, Application Form and other applicable documents 5.4 Issue the marriage license to the client/s.			ARLENE A. VILLARAZA <i>Administrative Aide IV</i> (LCRO)  or  ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)
6. Sign the logbook and claim the Marriage License at the LCRO releasing window.	6. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	1 Minute	ARLENE A. VILLARAZA <i>Administrative Aide IV</i> (LCRO)  or  ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)
<b>TOTAL:</b>		PHP 270 (excluding Notarization Fee)	10 Days and 35 Minutes	

## 119. Issuance of Parenting Capability Assessment Report

The Parenting Capability Assessment Report is a document prepared by a Registered Social Worker to evaluate and assess an individual's ability to effectively meet the needs of their child and provide a safe and nurturing environment for their upbringing.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)
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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Parents or guardians of minor who are under temporary shelter in any government or non-government shelter.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certificate (1 original, 1 photocopy)		Barangay/Place of Residence		
Birth Certificate (1 certified true copy, 1 original)		Philippine Statistics Authority (PSA)		
Certificate of Enrolment (1 certified photocopy, 1 original)		DEP-Ed or CHED Accredited School		
School Identification Card (1 photocopy, 1 original)		DEP-Ed or CHED Accredited School		
Government issued Identification Card (1 photocopy, 1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), Land Transportation Office (LTO)		
Referral Letter from referring party (1 original, 1 photocopy)		Referring Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PSWDD Unit Office with jurisdiction over your place of residence and register in the client's logbook at the receiving section of PSWDD.	1. Assist client in the registration	None	1 Minute	ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)  JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)  CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)  ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i>



				<p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I /In-Charge</i> (San Roque Unit</p>
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				Office)
2. Submit requirements to Unit-in-Charge.	2. Check and verify the completeness of submitted requirements.  2.1 Conduct the intake interview with the client.	None	30 Minutes	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer</i></p>



				<p><i>II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
3. Expect a home visit and interview from a Social Worker of PSWDD.	3. Conduct the home visit and interview twice.	None	2 Days	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta.</i></p>



				<p><i>Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I /In-Charge</i></p>
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				(San Roque Unit Office)
4. Wait for the PSWDD to completely process the requested document.	4. Prepare the Parenting Capability Assessment Report (PCAR) to be signed by the Supervisor of the Unit.	None	4 Days	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer</i></p>





				<p><i>II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I /In-Charge</i> (San Roque Unit Office)</p>
5. Claim the PCAR once released, upon signing the duplicate copy thereof at the PSWDD Unit Office.	5. Issue/release the PCAR to the client.	None	3 Minutes	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta.</i></p>



				<p><i>Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I /In-Charge</i></p>
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				(San Roque Unit Office)
<b>TOTAL:</b>		None	6 Days and 34 Minutes	

## 120. Issuance of PLEB Clearance/Certification

Philippine National Police (PNP) Officers may avail PLEB Clearance/Certification as regards to Schooling, Promotion, Loans, Retirement and others at the People's Law Enforcement Board (PLEB) Office.

<b>Office or Division:</b>	People's Law Enforcement Board (PLEB)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Uniformed PNP Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Duly Accomplished PLEB Clearance Form		- PLEB Office - PNP Officer		
<ul style="list-style-type: none"> <li>- PLEB Clearance Form</li> <li>- Information/details to be indicated in the PLEB Clearance Form</li> </ul>				
PNP ID Card (1 photocopy)		Philippine National Police		
<b>Representative</b>				
Authorization letter (1 original)		PNP Officer being represented		
Duly Accomplished PLEB Clearance Form		- PLEB Office - PNP Officer being represented		
<ul style="list-style-type: none"> <li>- PLEB Clearance Form</li> <li>- Information/details to be indicated in the PLEB Form</li> </ul>				
PNP ID Card of the PNP Officer represented (1 photocopy)		Philippine National Police		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly-accomplished PLEB Clearance Form together with all the requirements to the PLEB office.	1. Acknowledge the submitted requirements of the client.	None	3 Minutes	VICKY S. JANOLO <i>Administrative Aide II/ Receiving Clerk (PLEB)</i>
2. Wait for the assessment and verification of	2. Check and verify the records from the PLEB Office	None	5 Minutes	VICKY S. JANOLO <i>Administrative Aide II/ Receiving Clerk</i>



records from the PLEB Office.	if the PNP officer has or has no pending/ on-going case; then, prepare and issue the clearance or certification to the client.			(PLEB) JOCELYN B. RIVERA <i>Administrative Aide I/ Receiving Clerk</i> (PLEB)
3. Sign in the logbook upon receipt of clearance/ certification from the PLEB Office.	3. Place the appropriate remarks in the logbook with regard to the request, and keep the records for file/future reference.	None	2 Minutes	VICKY S. JANOLO <i>Administrative Aide II/ Receiving Clerk</i> (PLEB)
TOTAL:		None	10 Minutes	

## 121. Issuance of Property Identification Map (PIM)

The City Assessor's Office provides assistance to real property owner in terms of checking the location, description, dimension, boundary and vicinity of their owned lot/s.

<b>Office or Division:</b>	City Assessor's Office (CAssrO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Real Property Owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Valid Government Issued Identification Card (1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU
Transfer of Certificate of Title/s (TCT/s) (1 photocopy)	Property owner
<b>Representative</b>	
Authorization letter/Special Power of Attorney (1 original)	Person Represented (Real Property Owner)
Government Issued Identification Card of the person being represented (1 photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU



Government Issued Identification Card of the Representative (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU		
Transfer of Certificate of Title/s (TCT/s) (1 photocopy)		Person Represented (Real Property Owner)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	1. Issue claim stub and Order of Payment Slip to the client; and endorse the copy of Transfer Certificate of Title to the City Assessor's Office Tax Mapping Division for plotting.	None	3 Minutes	GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)  MA. INES A. ROBIN <i>Administrative Aide II</i> (CAssrO)  JEMALYN A. LABACO <i>Administrative Assistant V</i> (CAssrO)
	1.1 Plot the lot based on the Technical Description appearing in TCT/s for approval	None	30 minutes	MANOLITO J. KARANDANG, JR. <i>Administrative Aide I</i> RICARDO G. ESTANISLAO <i>Data Controller IV</i>  ALADDIN LAUREANO M. GALGAO <i>Local Assessment Operations Officer IV</i>  ENGR. FERNANDO M. FANDIÑO <i>CGDH II/City Assessor II</i> (CAssrO)
2. Proceed to City Treasurer's Office (CTO), and pay the	2. Issue Official Receipt (OR) based on	PHP 1,000	5 minutes	<i>Cashier</i> (CTO)



required fees.	presented order of payment from the City Assessor's Office.			
3. Present the Claim Stub to the assigned personnel of the City Assessor's Office- Administrative & Assessment Records Management Division.	3. Release Property Identification Map (PIM) to the client.	None	5 Minutes	GENALYN C. DELACRUZ <i>Administrative Officer IV</i> (CAssrO)  MANOLITO J. KARANDANG, JR. <i>Administrative Aide I</i> (CAssrO)
<b>TOTAL</b>		PHP 1,000	43 Minutes	

## 122. Issuance of Real Property Tax Clearance Certificate

A certificate of Real Property Tax Payments is required in certain transactions (e.g. securing a Building Permit), to prove that taxes on real property have been paid and updated. This may be secured from the Real Property Tax Division of the City Treasurer's Office.

<b>Office or Division:</b>	City Treasurer's Office (CTO) / Real Property Tax Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business	
<b>Who may avail:</b>	Real Property Owners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Latest Real Property Tax Declaration (1 original and 1 photocopy)		City Assessor's Office
Community Tax Certificate (1 original and 1 photocopy)		CTO
Documentary Stamp Tax (1 original)		Any issuing government agency
<b><i>If the purpose of the requested certification is for the transfer of property ownership, the following are further required:</i></b>		
- Duly notarized document		Real Property Owner



supporting the transfer of ownership, e.g. Deed of Sale/Deed of Donation (1 original and 1 photocopy) <ul style="list-style-type: none"> <li>- Official Receipt of Transfer Tax Certificate Payment (1 original)</li> <li>- Certificate Authorizing Registration (CAR) (1 original and 1 photocopy)</li> <li>- Land Title (1 original and 1 photocopy)</li> <li>- Government issued Identification</li> </ul>		CTO Bureau of Internal Revenue (BIR) Registry of Deeds BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
<b>Representative:</b>				
Special Power of Attorney (SPA) or Notarized Authorization Letter (1 original and 1 photocopy)		Person Represented (Real Property Owner)		
Government issued Identification Card of the person represented and the representative (1 original and 1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Latest Real Property Tax Declaration (1 original and 1 photocopy)		City Assessor's Office		
Community Tax Certificate (1 original and 1 photocopy)		CTO		
Documentary Stamp Tax		Any issuing government agency		
<b><i>If the purpose of the requested certification is for the transfer of property ownership, the following are further required:</i></b> <ul style="list-style-type: none"> <li>- Duly notarized document supporting the transfer of ownership, eg. Deed of Sale/Deed of Donation (1 original and 1 photocopy)</li> <li>- Official Receipt of Transfer Tax Payment (1 original)</li> <li>- Certificate Authorizing Registration (CAR) (1 original and 1 photocopy)</li> <li>- Land Title (1 original and 1 photocopy)</li> </ul>		Real Property Owner CTO Bureau of Internal Revenue (BIR) Registry of Deeds		
<b>TAXPAYER STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Real Property Tax Division of City	1. Issue order of payment for Real Property	None	3 Minutes	EDILBERTO D. RODELAS <i>Administrative Assistant I</i>



Treasurer's Office and inform RPT Div personnel that you will secure Real Property Tax Clearance Certificate.	Tax Clearance Fee, Transfer Fee and Application Fee (Secretary's Fee) to the taxpayer.			(CTO)
2. Present Order of Payment to assigned teller at the payment counter, and pay corresponding fees.	2. Issue official receipt to the taxpayer.	Tax Clearance Fee – PHP 120  Transfer Fee – PHP 500/ Tax Declaration  Application Fee – PHP 40	5 Minutes	<i>Land Tax Teller's</i> 1 – 4 (CTO)
3. Return to the Real Property Tax Division of CTO and submit complete requirements together with official receipt to the assigned personnel.	3. Review and verify submitted requirements/ documents, versus existing individual property card;  3.1 Print, sign and release certificate to the taxpayer.	None	12 Minutes	EDILBERTO D. RODELAS <i>Administrative Assistant I</i> (CTO)
<b>TOTAL:</b>		PHP 660	20 Minutes	

### 123. Issuance of Real Property Tax Order of Payment

Taxpayer/s (*Property Owner/s*) must pay for the Annual Real Property Taxes due to avoid delinquency of the properties.

<b>Office or Division:</b>	City Assessor's Office (CAssrO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen





<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Previous Real Property Tax Receipt (1 photocopy)		Property Owner		
Title/Tax Declaration (1 photocopy)		Property Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the assigned personnel of the City Assessor's Office- Administrative and Assessment Records Management Division.	1. Issue Real Property Tax Order of Payment to the client.	None	5 Minutes	GENALYN C. DELA CRUZ <i>Administrative Officer IV</i>  JEMALYN A. LABACO <i>Administrative Assistant V</i>  CARMELITA C. BELTRAN <i>Assessment Clerk II</i>  ANTHONY A. ABABA <i>Data Controller I</i>  MARIA INES A. ROBIN <i>Administrative Aide II</i>  MA. LUISA B. MIRANDA <i>Administrative Aide IV</i>  LUBBY A. TANCHING <i>Administrative Aide II</i>  MARY JANE V. MOSTAJO <i>Administrative Aide II</i> (CAssrO)
<b>TOTAL:</b>		None	5 Minutes	

#### 124. Issuance of Referral Letter and Certified True Copies of School Records for CHED Certification, Authentication and Verification (CAV)

Students who wish to be employed abroad can secure referral letter and certified true copies of school records from the Registrar's Office of the City University of Pasay. Secured records will then be submitted to the Commission on Higher Education (CHED) for certification, authentication and verification thereof.

<b>Office or Division:</b>	City University of Pasay (CUP)
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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	CUP Former Graduates under all Courses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For BS Nursing Graduate</b>				
Transcript of Records (TOR) (1 original)		CUP Registrar's Office		
Related Learning Experience (RLE) Certification (1 original)		BS Nursing College Dean's Office		
<b>For All Courses</b>				
TORs (1 photocopy)		CUP Registrar's Office		
Diploma (1 photocopy)		CUP Registrar's Office		
Envelope (1 long brown)		Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. (For BS Nursing Student only)</p> <p>Submit the Original Copy of TOR and Related Learning Experience (RLE) Certification to the assigned staff at the CUP Registrar's Office.</p> <p>or</p> <p>(For All Courses)</p> <p>Submit the photocopy of TOR and diploma together with 1 long brown envelope to the assigned staff of the CUP Registrar's Office.</p>	<p>1. Check the completeness and veracity of submitted requirements.</p> <p>1.1 Prepare school's referral letter.</p> <p>1.2 Advise the client to return after 3 working days.</p>	None	<p>2 Minutes</p> <p>(3 days-waiting time prior issuance of requested documents)</p>	<p>MARIO L. CASTELO</p> <p><i>Administrative Officer I</i></p> <p>(Registrar's Office, CUP)</p>
2. Claim the requested	2. Release the requested	None	1 Minute	MARIO L. CASTELO



documents from the assigned staff of the CUP Registrar's Office.	documents for CHED CAV to the client.			<i>Administrative Officer I</i> (Registrar's Office, CUP)
<b>TOTAL:</b>		None	3 Days and 3 Minutes	

## 125. Issuance of Referral/Endorsement Letters for Financial and Medical Assistance

The Office of the City Vice Mayor issues referral/endorsement letters to Pasayenños who would like to avail financial or medical assistance from National Government Agencies.

<b>Office or Division:</b>	Office of the City Vice Mayor (OCVM)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pasay City residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Requesting Party		
Barangay Clearance/Certificate (1 original)		Barangay Hall		
Valid Government ID Card (1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Updated/Current Medical Abstract from Attending Physician (if request is for financial or medical assistance) (1 photocopy)		Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the Receiving Section of the OCVM.	1. Review and verify completeness of requirements and if found to be in order, to inform the client to return the next working day to get the referral/ endorsement	None	1 Day (includes waiting time)	MA. CELESTE D. ARGUELLES <i>Administrative Officer V</i> (OCVM)  BERNADETTE G. TAN <i>Utility Worker II</i> (OCVM)  IMELDA D.



	letter. 1.1. Prepare referral/ endorsement letter for signature of the Vice Mayor. 1.2. Issue the referral/ endorsement letter to the client.			VENTURA <i>Utility Worker I</i> (OCVM)
<b>TOTAL</b>		None	1 Day	

**126. Issuance of Referrals to Inter-Agencies (Department of Health-Medical Assistance Program (DOH-MAP), Philippine Charity Sweepstakes Office (PCSO), Malasakit Center, etc.) for various assistance such as Medical Assistance, Temporary Shelter, Transportation Assistance, etc.**

The Medical Social Service of PCGH ensures that ER, OPD and Admitted patients are referred accordingly and linked for Inter-Agency Assistance appropriately.

<b>Office or Division:</b>	Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Social Case Study Report (1 original)		Pasay City Social Welfare and Development		
Inter-Agency Referral/ Recommendation Letter (1 original)		Inter- Agency (DOH-MAP, PCSO, Malasakit Center)		
Referral from the Clinical Team (1 original)		Clinical Team, PCGH		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the necessary documents needed at the	1. Acknowledge the submission and review	None	30 Minutes	<i>Social Worker on Duty</i> (PCGH)



MSSS, PCGH.	intake and supporting documents submitted.			
2. Wait for the request to be processed at the MSSS, PCGH.	2. Coordinate with external resources.	None	30 Minutes	<i>Social Worker on Duty (PCGH)</i>
3. Return to MSSS, PCGH to follow up medical/financial assistance.	3. Inform the requesting party with the outcome of the medical/financial assistance request.	None	5 Minutes	<i>Social Worker on Duty (PCGH)</i>
<b>TOTAL:</b>		None	1 Hour and 5 Minutes	

### 127. Issuance of Senior Citizen Medical Social Service Card to Emergency Room, Out Patient Department and Admitted Senior Citizen Patients

The Medical Social Service of PCGH ensures that all ER, OPD and Admitted Senior Citizens patients are attended promptly and given MSS Card for regular monitoring.

<b>Office or Division:</b>	Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Senior Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen ID Card (1 original)		Office for Senior Citizen Affairs		
1. Proceed to the Social Service Department of PCGH, and present your Senior Citizen ID Card.	1. Conduct interview  1.1 Issue Senior Citizen Medical Social Service Card to	None	5 Minutes	<i>Social Worker on Duty (PCGH)</i>



	requesting party.			
2. Proceed to Ancillary Department, PCGH to secure laboratory work-ups Lane.	2. Administer the conduct of laboratory work-ups, and give other related medical instructions.	None	3 Days	Laboratory/ Radiology Staff on Duty (PCGH)
3. Return to the Ancillary Department, PCGH, and secure work-up result.	3. Issue the Official work-up results to the patient.	None	5 Minutes	Laboratory/ Radiology Staff on Duty (PCGH)
<b>TOTAL:</b>		None	3 Days and 10 Minutes	

## 128. Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and Other Personnel Records

Current and former employees of the City Government may file request to the Human Resource Management and Development Office for copies of their service records, certificates of employment and other personnel records.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Current and Former Employees of the City Government
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Request Slip	HRMDO
<b>Representative</b>	
Authorization Letter (1 photocopy)	Person Represented (Principal/Document Owner)
Any Government Issued Identification Card of the person represented (1 photocopy)	PCG-HRMDO (for active employees), BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Government Issued Identification Card	BIR, Post Office, PSA, SSS, GSIS, COMELEC,



of the Representative (1 photocopy)		LTO		
Request Slip		HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip, and once finished, submit it to the HRMDO Frontline Service Section.	1. Receive the accomplished request slip, and issue order of payment.	None	3 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)  SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)  FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)  LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)
2. Proceed to the City Treasurer's Office (CTO) and pay the necessary fee.	2. Issue Official Receipt (OR) to the client based on the submitted order of payment.	PHP 40	5 Minutes	<i>Teller,</i> (CTO)
3. Present the OR to the Frontline Service Personnel of the HRMDO.	3. Process the requested document.	None	15 Minutes	<i>For SR/CE/CEC/Preparation:</i>  MATHEW T. DEL ROSARIO <i>Senior Administrative Assistant II</i> (HRMDO)  ROSCHELLE O. JAVIER <i>Administrative Assistant II</i> (HRMDO)  <i>For Personnel</i>



				<p><i>Records Certification Preparation:</i></p> <p>ILUMINADA R. ANY <i>Senior Administrative Assistant VI (HRMDO)</i></p> <p>MARLON H. MANALO <i>Administrative Assistant V (HRMDO)</i></p> <p>ROEL C. CASTRO <i>Administrative Assistant IV (HRMDO)</i></p> <p>ROMANO R. EUSEBIO <i>Administrative Assistant I (HRMDO)</i></p> <p>ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II, (HRMDO)</i></p>
	3.1 Sign the requested document.		5 Minutes	
4. Claim the requested document from the HRMDO Frontline Services Section	4. Issue the requested document to the client.	None	2 Minutes	<p>BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I (HRMDO)</i></p> <p>SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI (HRMDO)</i></p> <p>FE M. PANTOJA <i>Administrative Aide I (HRMDO)</i></p> <p>LANI R. IMPERIAL <i>Administrative Aide I</i></p>





				(HRMDO)
<b>TOTAL:</b>		PHP 40	30 Minutes	

## 129. Issuance of Social Case Study Report for Adoption

The Social Case Study Report is a document prepared by a Registered Social Worker to provide a comprehensive assessment and evaluation of the prospective adoptive parents and the child involved. This is one of the essential documents during adoption proceedings.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Prospective Adoptive Parents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Adoption (Child):</b>			
Barangay/Police Blotter (1 original, 1 photocopy)	Barangay/Police Station		
Medical/Health Record (1 original, 1 photocopy)	DOH Accredited Hospital		
Birth Certificate/Foundling Certificate (1 photocopy, 1 original)	Philippine Statistics Authority (PSA)		
Most recent 2x2 picture (2 original, 2 photocopies)	Photoshop/center		
Most recent 3R picture (1 original, 1 photocopy)	Photoshop/center		
Certification of Radio Announcement ( <i>with three [3] different dates</i> ) (1 photocopy, 1 original)	Radio Station		
Certification of Newspaper Publication ( <i>National Circulation</i> ) (1 photocopy, 1 original)	Newspaper Printing Office		
<b>Adoption (Prospective Adoptive Parent):</b>			
Authenticated Birth Certificate (1 original, 1 photocopy)	PSA		
Marriage Contract (PSA) or Divorce, Annulment, Declaration of Nullity or Legal Separation Documents (1 photocopy, 1 original)	PSA		
Notarized Affidavit of Temporary Custody (1 original, 1 photocopy)			



- Affidavit of Temporary Custody - Notarization	PSWDD Notary Public			
Physical and Medical evaluation from a duly licensed physician (1 certified photocopy, 1 original)	Licensed Physician			
Psychological Evaluation (if necessary) (1 certified photocopy, 1 original)	Psychiatric Hospital or Center/ Licensed Psychologist			
NBI/Police Clearance (1 photocopy, 1 original)	NBI/Local Police Station			
Latest ITR and/or any other documents showing financial capability e.g. Certificate of Employment, Bank Certification or Statement of Assets and Liabilities (1 certified photocopy)	BIR or HR of agency/company or Banking Institution			
3x5 sized photos of the applicants and his/her immediate family (1 original, 1 photocopy)	Photoshop/center			
Written consent to the adoption of the legitimate, adopted or illegitimate children who are at least 10 years old (1 certified true copy, 1 original)	Adoptee			
Certificate of attendance to pre-adoption forum (1 certified photocopy, 1 original)	Accredited Forum/Seminar Providers			
Character references, e.g. the local Church/Minister, the employer, and a non-relative member of the immediate community who have known the applicants for at least three (3) years (3 names and addresses)	Local Church/Minister, the employer, and a non-relative member of the immediate community who have known the applicants for at least three (3) years			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the PSWDD Unit Office with jurisdiction over your place of residence and register in the client's logbook at the receiving section of Unit Office.	1. Assist client in the registration.	None	1 Minute	ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)  JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)  CHRISTINE ANN M. AGUINDADAO



				<p><i>Social Welfare Officer I/In-Charge (CAA 2 Unit Office)</i></p> <p><b>ROCHELLE L. AÑONUEVO</b> <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p><b>JESSA A. HENSON</b> <i>Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</i></p> <p><b>GEORGIA Y. ERIE</b> <i>Social Welfare Officer II/In-Charge (San Jose Unit Office)</i></p> <p><b>SYRILL O. HUERTAZUELA</b> <i>Social Welfare Officer I/In-Charge (Malibay Unit Office)</i></p> <p><b>JHOANNA MARIE N. NEO</b> <i>Social Welfare Officer II/In-Charge (Maricaban Unit Office)</i></p> <p><b>KAREN KRISTINE C. ALBA</b> <i>Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)</i></p> <p><b>JERUSALEMA B. BENITEZ</b> <i>Social Welfare Officer I/In-Charge (San Rafael Unit Office)</i></p> <p><b>KAREN J. RECARRO</b> <i>Social Welfare Officer I/In-Charge</i></p>
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				(CAA I Unit Office)  CES ANN U. VIRAY <i>Social Welfare Officer I</i> <i>/In-Charge</i> (San Roque Unit Office)
2. Submit requirements to the Unit-in-Charge.	2. Check and verify the completeness of submitted requirements.  2.1 Conduct intake interview with the client.  2.2 Inform the client about the schedule of home visit and interview.	None	15 Minutes   10 Minutes   1 Minute	ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)  JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)  CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)  ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i>  JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)  GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)  SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)  JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i>



				<p>(Maricaban Unit Office)</p> <p><b>KAREN KRISTINE C. ALBA</b>  <i>Social Welfare Assistant/In-Charge</i>  (Villamor Air Base Unit Office)</p> <p><b>JERUSALEMA B. BENITEZ</b>  <i>Social Welfare Officer I/In-Charge</i>  (San Rafael Unit Office)</p> <p><b>KAREN J. RECARRO</b>  <i>Social Welfare Officer I/In-Charge</i>  (CAA I Unit Office)</p> <p><b>CES ANN U. VIRAY</b>  <i>Social Welfare Officer I/In-Charge</i>  (San Roque Unit Office)</p>
<p>3. Expect a home visit and interview from a Social Worker of PSWDD Unit Office. (Note: home visits are done several times to completely gather all the needed family information)</p>	<p>3. Conduct the home visit and interview thrice.</p>	<p>None</p>	<p>3 Days</p>	<p><b>ESTELA B. AZAS</b>  <i>Social Welfare Officer II/In-Charge</i>  (Kalayaan Unit Office)</p> <p><b>JULIETH S. DURIA</b>  <i>Social Welfare Officer II/In-Charge</i>  (San Isidro Unit)</p> <p><b>CHRISTINE ANN M. AGUINDADAO</b>  <i>Social Welfare Officer I/In-Charge</i>  (CAA 2 Unit Office)</p> <p><b>ROCHELLE L. AÑONUEVO</b>  <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p><b>JESSA A. HENSON</b>  <i>Social Welfare Officer</i></p>



				<p><i>I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer</i> <i>II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer</i> <i>I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer</i> <i>II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare</i> <i>Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer</i> <i>I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer</i> <i>I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I</i> <i>/In-Charge</i> (San Roque Unit Office)</p>
4. Wait for the PSWDD Unit Office to completely process your requested	4. Prepare the child's case history by securing the	None	15 Days	<p>POTCHOY S. SAHIRUL <i>Social Welfare Officer III,</i> Supervisor of Units-in- Charge</p> <p>ESTELA B. AZAS</p>



<p>document.</p> <p>4.1 Attend the psychological evaluation at an accredited psychological testing facility and submit result to the Unit-in-Charge.</p> <p>4.2 Attend the medical evaluation at an accredited medical testing facility and submit result to the Unit-in-Charge.</p>	<p>child's medical record and other documents: visit the hospital/center/clinic where the child was delivered; to get the birth history, visit the mother's residence during pregnancy; and prepare the child development record/milestone using the ECCD checklist.</p> <p>4.1 Require the adoptive parents and the child, if necessary, for psychological evaluation.</p> <p>4.2 Require the adoptive parents and the child, if necessary, for medical evaluation.</p> <p>4.3 Prepare Social Case Study Report.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p><b>JULIETH S. DURIA</b> <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p><b>CHRISTINE ANN M. AGUINDADAO</b> <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p><b>ROCHELLE L. AÑONUEVO</b> <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p><b>JESSA A. HENSON</b> <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p><b>GEORGIA Y. ERIE</b> <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p><b>SYRILL O. HUERTAZUELA</b> <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p><b>JHOANNA MARIE N. NEO</b> <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p><b>KAREN KRISTINE C. ALBA</b> <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit)</p>
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				<p>Office)</p> <p>JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)</p> <p>KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)</p> <p>CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)</p>
5. Claim the Social Case Study Report upon signing the duplicate copy thereof at the PSWDD Unit Office.	5. Issue/release the Social Case Study Report to the client.	None	3 Minutes	<p>ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)</p>





				<p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
<b>TOTAL:</b>		None	19 Days and 30 Minutes	

### 130. Issuance of Solo Parent ID Card

The Solo Parent Identification Card is a document issued to single parents or individuals who are solely responsible for the care and upbringing of their child or children.

<b>Office or Division:</b>	Pasay Social Welfare and Development Department (PSWDD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	<p>A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender, provided that mother keeps and raises the child;</p> <p>Parent left solo or alone with the responsibility of parenthood due to the following circumstances:</p> <ul style="list-style-type: none"> <li>• Due to death of spouse.</li> <li>• Spouse is detained or is serving sentence for a criminal conviction for at least one (1) year.</li> <li>• Physical and/or mental incapacity of spouse as certified by a public medical practitioner.</li> <li>• Legal separation or de facto separation from spouse for at least one (1) year, as long as he/she is entrusted with the custody of the children.</li> <li>• Declaration of nullity or annulment of marriage as decreed by a court or by a church as long as he/she is entrusted with the custody of the children.</li> </ul> <p>Unmarried mother/father who has preferred to keep and rear her/his child/children instead of having others care for them or give them up to a welfare institution;</p> <p>Any other person who solely provides parental care and support to a child or children; and</p> <p>Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents or solo parent.</p>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Barangay Certificate certifying that the applicant is a solo parent (1 original, 1 photocopy)	Barangay/Place of Residence
Birth certificate of the minor children (1 certified true copy, 1 original)	Philippine Statistics Authority (PSA)
Government issued Identification Card (1 photocopy, 1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), Land Transportation Office (LTO)



Most recent 1 x 1 picture (2 original, 2 photocopies)		Photoshop/center		
Certificate of detention ( <i>if spouse is detained</i> ) (1 certified true copy, 1 original)		Philippine National Police (PNP), National Bureau of Investigation (NBI)		
Court decision ( <i>if legally separated or annulled</i> ) (1 certified true copy, 1 original)		Office of the Clerk of Court		
Medical certificate or psychological evaluation ( <i>if the spouse is physically/mentally incapacitated</i> ) (1 certified true copy, 1 original)		Hospital or Accredited Psychiatric Center		
Affidavit of solo parent (if unmarried/not legally separated) (1 original, 1 photocopy)		Solo Parent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PSWDD Unit Office with jurisdiction over your place of residence and register in the client's logbook at the receiving section of PSWDD.	1. Assist client in the registration	None	1 Minute	<p>ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</p> <p>JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)</p>



				<p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
2. Submit requirements to Unit-in-Charge.	<p>2. Check and verify the completeness of submitted requirements.</p> <p>2.1 Conduct the intake interview with the client.</p>	None	<p>5 Minutes</p> <p>5 Minutes</p>	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i></p>



				<p>(CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer</i> <i>I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer</i> <i>I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer</i> <i>II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer</i> <i>I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer</i> <i>II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare</i> <i>Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer</i> <i>I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer</i> <i>I/In-Charge</i> (CAA I Unit Office)</p>
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				<p>CES ANN U. VIRAY  <i>Social Welfare Officer I /In-Charge</i>  (San Roque Unit Office)</p>
<p>3. Expect a home visit and interview from a Social Worker of PSWDD.</p>	<p>3. Conduct the home visit and interview.</p>	<p>None</p>	<p>10 Days - waiting time prior to the issuance of the Solo Parent ID Card</p>	<p>ESTELA B. AZAS  <i>Social Welfare Officer II/In-Charge</i>  (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA  <i>Social Welfare Officer II/In-Charge</i>  (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO  <i>Social Welfare Officer I/In-Charge</i>  (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO  <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON  <i>Social Welfare Officer I/In-Charge</i>  (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE  <i>Social Welfare Officer II/In-Charge</i>  (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA  <i>Social Welfare Officer I/In-Charge</i>  (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO  <i>Social Welfare Officer</i></p>



				<p><i>II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i> (Villamor Air Base Unit Office)</p> <p>JERUSALEMA B. BENITEZ <i>Social Welfare Officer I/In-Charge</i> (San Rafael Unit Office)</p> <p>KAREN J. RECARRO <i>Social Welfare Officer I/In-Charge</i> (CAA I Unit Office)</p> <p>CES ANN U. VIRAY <i>Social Welfare Officer I/In-Charge</i> (San Roque Unit Office)</p>
4. Wait for the PSWDD Social Worker to completely process your request.	4. Prepare the assessment report.	None	1 Day	ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)
	4.1 Attach the other documentary requirements in the prepared report and submit it to the PSWDD Office for the preparation of Solo Parent ID card.		3 Hours	<p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p>
			5 Minutes	JESSA A. HENSON



	<p>4.2 Prepare the Solo Parent ID Card for signature of the City Mayor.</p>			<p><i>Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)</i></p> <p><i>GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)</i></p> <p><i>SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)</i></p> <p><i>JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)</i></p> <p><i>KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)</i></p> <p><i>JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)</i></p> <p><i>KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)</i></p> <p><i>CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)</i></p>
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<p>5. Claim the Solo Parent ID card once released, upon signing the duplicate copy thereof at the PSWDD Unit Office.</p>	<p>5. Issue/release the Solo Parent ID card to the client.</p>	<p>None</p>	<p>3 Minutes</p>	<p>ESTELA B. AZAS <i>Social Welfare Officer II/In-Charge</i> (Kalayaan Unit Office)</p> <p>JULIETH S. DURIA <i>Social Welfare Officer II/In-Charge</i> (San Isidro Unit)</p> <p>CHRISTINE ANN M. AGUINDADAO <i>Social Welfare Officer I/In-Charge</i> (CAA 2 Unit Office)</p> <p>ROCHELLE L. AÑONUEVO <i>Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)</i></p> <p>JESSA A. HENSON <i>Social Welfare Officer I/In-Charge</i> (Sta. Clara 1 Unit Office)</p> <p>GEORGIA Y. ERIE <i>Social Welfare Officer II/In-Charge</i> (San Jose Unit Office)</p> <p>SYRILL O. HUERTAZUELA <i>Social Welfare Officer I/In-Charge</i> (Malibay Unit Office)</p> <p>JHOANNA MARIE N. NEO <i>Social Welfare Officer II/In-Charge</i> (Maricaban Unit Office)</p> <p>KAREN KRISTINE C. ALBA <i>Social Welfare Assistant/In-Charge</i></p>
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				(Villamor Air Base Unit Office)  JERUSALEMA B. BENITEZ <i>Social Welfare Officer</i> <i>I/In-Charge</i> (San Rafael Unit Office)  KAREN J. RECARRO <i>Social Welfare Officer</i> <i>I/In-Charge</i> (CAA I Unit Office)  CES ANN U. VIRAY <i>Social Welfare Officer I</i> <i>/In-Charge</i> (San Roque Unit Office)
<b>TOTAL:</b>		None	11 Days, 3 Hours and 19 Minutes	

### 131. Issuance of Special Events Permit

Special events permit are required for (1) any planned activity which is conducted in whole or in part on public property or on public right-of-way or easement that involves the use of public property not in its normal and ordinary use, or (2) any activity in public or private property which may have an impact on city services, resources, neighborhoods, business; which would have a direct and significant impact on ordinary traffic congestion or traffic flow to and from the event over public streets or right-of-way near the event; or which would significantly affect the need of city-provided emergency services such as police, fire safety, or medical aid.

The City Government reserves the right to determine if an application for a special permit should be granted.

<b>Office or Division:</b>	City Administrator's Office (ADMIN) Operations Division - Permits and Clearance Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	Event's Organizers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Letter request from the Organizer prior to the event (1 original)		Organizer



Valid government issued ID card (1 photocopy)	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO, COMELEC
Certification of Lessor of Venue for the event (Event Certificate) (1 photocopy)	Venue
Company Profile/List of Officers/ Certificate of SEC Registration of Organizer/Latest General Information Sheet of Organizer (1 photocopy)	Organizer
PNP Security Plan with Contingency and Mass Casualty Plan (1 original)	Philippine National Police (PNP)
Fire Clearance (1 photocopy)	Bureau of Fire Protection (BFP)
Certification from Structural Engineer for the safety of stage set up (1 original)	Structural Engineer
Permit (For Parades, Motorcades, Fun Runs, and the like) (1 photocopy)	
PRA permit (MOA area),	Philippine Reclamation Authority (PRA)
CCP permit (CCP area),	Cultural Center of the Philippines (CCP)
MMDA permit (Roxas Boulevard and National Highways)	Metro Manila Development Authority (MMDA)
SM Mall of Asia permit	SM Mall of Asia (SM MOA)
List of booth, exhibitors, and concessionaires (1 original)	Organizer
Food concessionaires' business permit (1 photocopy)	Business Permit and Licensing Office (BPLO)
<b>Representative</b>	
SPA or Secretary's Certificate (1 original copy)	Person Represented (Organizer)
Valid government issued ID card of the organizer (1 photocopy)	Post Office, DFA, PSA, SSS, Pag-Ibig, LTO, COMELEC
Valid government issued ID card of the representative (1 photocopy)	Post Office, DFA, PSA, SSS, Pag-Ibig, LTO, COMELEC
Certification of Lessor of Venue for the event (Event Certificate) (1 photocopy)	Venue
Company Profile/List of Officers/ Certificate of SEC Registration of Organizer/Latest General Information Sheet of Organizer (1 photocopy)	Organizer
PNP Security Plan with Contingency and Mass Casualty Plan (1 original)	PNP



Fire Clearance (1 photocopy)		BFP		
Certification from Structural Engineer for the safety of stage set up (1 original)		Structural Engineer		
Permit (For Parades, Motorcades, Fun Runs, and the like) (1 photocopy)		Philippine Reclamation Authority (PRA)		
PRA permit (MOA area),		Cultural Center of the Philippines (CCP)		
CCP permit (CCP area),		Metro Manila Development Authority (MMDA)		
MMDA permit (Roxas Boulevard and National Highways)		SM Mall of Asia (SM MOA)		
SM Mall of Asia permit				
List of booth, exhibitors, and concessionaires (1 original)		Organizer		
Food concessionaires' business permit (1 photocopy)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for Special Event's permit, addressed to the City Mayor, together with all the necessary requirements to the Permits and Clearances Section of the ADMIN.	1. Receive and record the letter and set a schedule for coordination meeting.	None	2 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
2. Attend the Coordination Meeting with BFP, PNP, DRRM, and TPMO at the ADMIN, and facilitate ocular inspection of the venue.	2. Discuss requirements in compliance with the permit application.	None	30 Minutes	MICHAEL ANGELO R. RAMOS <i>Nurse I</i> (ADMIN)  BFP, PNP, DRRM, PTPMO, Events Coordinator and Venue Representatives



3. Submit complete documentary requirements to the ADMIN.	3. Issue Order of Payment.	None	3 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
4. Proceed to the City Treasurer's Office (CTO) for assessment and payment of the necessary fees.	4. Compute necessary fees and amusement tax and issue Official Receipt (OR) to the client.	<b>MP +GF + AT + RF + EF = N</b>  (Please refer to the schedule of fees below.)	5 Minutes	<i>Cashier</i> (CTO)
5. Present the OR as proof of payment, and secure the Special Events Permit from the ADMIN.	5. Issue the Special Events Permit to the client.	None	5 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
6. Claim the Mayor's Clearance from the Receiving Section of the ADMIN.	6. Release the approved and signed Permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
<b>TOTAL:</b>		<b>*MP +GF + AT + RF + EF = N</b>	47 Minutes	

**\*Legend:**

**MP** (Mayor's Permit) + **GF** (Garbage Fee) + **AT** (Amusement Tax) + **RF** (Rally/Parade Fee) + **EF** (Exhibitor's Fee) = **N** (Total Fees)

<b>Schedule of Regulatory Fees</b>
<ul style="list-style-type: none"> <li>• Special Permit - PHP 3,000/Day</li> <li>• Garbage Fee - PHP 1,500/Day (indoor) - PHP 3,000/Day (outdoor)</li> <li>• Amusement Tax for Concert/Live Shows: Local and Foreign - 5% of the Gross Sales based on the ticket sales</li> <li>• Fun Run/Motorcade/ Parade/Rally and the like - PHP 6,000/day</li> <li>• Exhibitor's Fee - PHP 300/booth</li> </ul>



## 132. Issuance of Temporary Business Permits

Booths and stalls rendering business undertaking in view of the season or celebration, whether temporary or seasonal in nature, shall secure a temporary business permit at the City Administrator Office.

<b>Office or Division:</b>		City Administrator's Office (ADMIN) Operations Division - Permits and Clearance Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		Business owners operating in seasonal and temporary period		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to the City Mayor (1 original)		Client/Applicant		
DTI/SEC Certificate of Registration (1 photocopy)		DTI/SEC		
Contract of Lease (1 original)		Lessor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter request addressed to the City Mayor, and the documentary requirements at the ADMIN.	1. Receive, record, and assess submitted documentary requirements.  1. Issue Order of Payment.	None	2 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
2. Present the Order of Payment at the City Treasurer's Office (CTO) for the payment of necessary fees.	2. Process the payment and issue Official Receipt (OR) to the client.	<b>MP +GF + BT = N</b>  (Please refer to the schedule of fees below.)	5 Minutes	<i>Cashier</i> (CTO)



3. Present the OR at the Special Events Permit of ADMIN Office.	3. Issue the Temporary Business Permit to the client.	None	3 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
4. Claim the Approved Temporary Business Permit at the Permits and Clearance Section of the ADMIN Office.	4. Record and release the approved and signed permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
<b>TOTAL:</b>		<b>*MP +GF + BT = N</b>	12 Minutes	

**\*Legend:**

**MP** (Mayor's Permit) + **GF** (Garbage Fee) + **BT** (Business Tax) = **N** (Total Fees)

<b>Schedule of Regulatory Fees for Business Tax</b>	
• Less than ten (10) days	- PHP 300.00
• Ten days or more but not exceeding one (1) month	- PHP 500.00
• More than one month but not exceeding two (2) month	- PHP 750.00
• More than two (2) months but not exceeding three months	- PHP 1,000.00
<p><i>Note: Should the business undertaking exceed three (3) months, the booth or stall holders are required to secure a regular Business Permit from the Business Permit and Licensing Office.</i></p> <p><i>As per Ordinance No. 4527, series of 2011</i></p>	

### 133. Issuance of Tourism Registration Certificate

Resorts, hotels, motels, apartelles, restaurants, travel agencies, tourist guides, tour transports, entertainment, and other tourism related establishments whether their operation is domestic and



international in scope, operating within the bounds of Pasay City, should apply annually for a tourism registration certificate from the Tourism and Cultural Development Office.

***New Application:***

<b>Office or Division:</b>	Tourism and Cultural Development Office (TCDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All tourism-related business establishment owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
<b>For Restaurants, Clubs, Hotels/Motels/Appartels:</b>	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner
Barangay Clearance (1 Photocopy)	BPLO
Certificate of Business Name Registration, if applicable (1 photocopy)	Department of Trade and Industry
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission
List of Employees with photos (1 Original)	Tourism-related Business Establishment Owner
<b>For Travel Agency:</b>	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
Proof of Surety Bond worth for Corporation PHP 500,000 Bond, for Single PHP 100,000 (1 photocopy)	Any Surety Bond Company
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner
Certificate of Business Name Registration, if applicable (1 photocopy)	Department of Trade and Industry (DTI)
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 Original)	Tourism-related Business Establishment Owner
For Alien Personnel- Proof of Alien Certificate of Registration (ACR) and Immigrant Certificate of Residence	Bureau of Immigration





(ICR) (1 photocopy)	
<b>For Tour Transport:</b>	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
Franchise to Operate (1 photocopy)	Land Transportation Franchising and Regulatory Board (LTFRB)
Official Receipt and Certificate of Registration (OR/CR) (1 photocopy)	Land Transportation Office (LTO)
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner
Certificate of Business Name Registration, if applicable (1 photocopy)	DTI
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission (SEC)
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
<b>For Accreditation Tour Guide (local and foreign):</b>	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
2x2 Picture (1 piece colored)	Photo Shop
Police Clearance (1 photocopy)	PNP-Pasay
Fiscal Clearance (1 photocopy)	City Prosecutor's Office
Barangay Clearance (1 photocopy)	Barangay Hall where the applicant resides
Medical Certificate (1 photocopy)	Any medical clinic/hospital
Seminar Certificate (1 photocopy)	Department of Tourism
Passport/Visa if Foreign Tour Guide (1 photocopy)	Concerned Embassy
<b>Representative</b>	
<b>For Restaurants, Clubs, Hotels/Motels/Appartels:</b>	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of the person represented and the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO



representative (1 original)	
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner
Barangay Clearance (1 photocopy)	BPLO
Certificate of Business Name Registration, if applicable (1 photocopy)	Department of Trade and Industry
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
<b>For Travel Agency:</b>	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of the person represented and the representative (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO
Proof of Surety Bond worth for Corporation PHP 500,000 Bond, for Single PHP 100,000 (1 photocopy)	Any Surety Bond Company
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner
Certificate of Business Name Registration, if applicable (1 photocopy)	DTI
Certificate of Incorporation, if applicable (1 photocopy)	SEC
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
For Alien Personnel- Proof of Alien Certificate of Registration (ACR) and Immigrant Certificate of Residence (ICR) (1 photocopy)	Bureau of Immigration
<b>For Tour Transport:</b>	
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of the person represented and the representative (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO



Franchise to Operate (1 photocopy)	Land Transportation Franchising and Regulatory Board (LTFRB)			
Official Receipt and Certificate of Registration (OR/CR) (1 photocopy)	LTO			
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner			
Certificate of Business Name Registration, if applicable (1 photocopy)	DTI			
Certificate of Incorporation, if applicable (1 photocopy)	SEC			
Barangay Clearance (1 photocopy)	BPLO			
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner			
<b>For Accreditation Tour Guide (local and foreign):</b>				
Duly Accomplished Application Form - Application Form - Details/information to be indicated in the application form	TCDO Tourism-related Business Establishment Owner			
Authorization letter (1 original)	Tourism-related Business Establishment Owner			
Government issued Identification Card of the person represented and the representative (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO			
2x2 (1 piece colored)	Photo Shop			
Police Clearance (1 photocopy)	PNP-Pasay			
Fiscal Clearance (1 photocopy)	City Prosecutor's Office			
Barangay Clearance (1 photocopy)	Barangay Hall where the applicant resides			
Medical Certificate (1 photocopy)	Any medical clinic/hospital			
Seminar Certificate (1 photocopy)	Department of Tourism			
Passport/Visa if Foreign Tour Guide (1 photocopy)	Concerned Embassy			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished application form together with the complete requirements at the receiving area of the TCDO.	1. Acknowledge receipt of application form and the attached complete requirements. 1.1 Issue order of payment and inform the client to proceed to the City	None	14 Minutes	MARY GRACE L. CEPEDA <i>Tourism Operations Assistant I</i> (TCDO)  FELIX B. BALAGOT JR. <i>Administrative Aide V</i> (TCDO)



	Treasurer's Office for payment.			JOSELITO C. ECHON <i>Administrative Aide III</i> (TCDO)
2. Pay the corresponding fees at the cashier of the Treasurer's Office.	2. Receive payment and issue official receipt.	Please refer to the table of fees below	5 Minutes	<i>Cashier</i> City Treasurer's Office
3. Return to the TCDO and present the official receipt.	3. Release the Registration Certificate upon signing in the logbook.	None	14 Minutes	MARY GRACE L. CEPEDA <i>Tourism Operations Assistant I</i> (TCDO)  FELIX B. BALAGOT JR. <i>Administrative Aide V</i> (TCDO)  JOSELITO C. ECHON <i>Administrative Aide III</i> (TCDO)
<b>TOTAL:</b>		Please refer to the table of fees below	33 Minutes	

**Renewal:**

<b>Office or Division:</b>	Tourism and Cultural Development Office (TCDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All tourism-related business establishment owners
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Principal</b>	
<b>For Restaurants, Clubs, Hotels/Motels/Appartels:</b>	
Previous Registration Certificate or	TCDO



Previous Proof of Payment (1 photocopy)	
<b>For Travel Agency:</b>	
Previous Registration Certificate or Previous Proof of Payment (1 photocopy)	TCDO
Proof of Surety Bond worth for Corporation PHP 500,000 Bond, for Single PHP 100,000 (1 photocopy)	Any Surety Bond Company
<b>For Tour Transport:</b>	
Previous Registration Certificate or Previous Proof of Payment (1 photocopy)	TCDO
<b>For Accreditation Tour Guide (local and foreign):</b>	
Previous Registration Certificate or Previous Proof of Payment (1 photocopy)	TCDO
<b>Representative</b>	
<b>For Restaurants, Clubs, Hotels/Motels/Appartels:</b>	
Previous Registration Certificate or Previous Proof of Payment (1 photocopy)	TCDO
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of the person represented and the representative (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO
<b>For Travel Agency:</b>	
Authorization letter (original)	Tourism-related Business Establishment Owner
Government issued Identification Card of the person represented and the representative (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO
Previous Registration Certificate or Previous Proof of Payment (1 photocopy)	TCDO
Proof of Surety Bond worth for Corporation PHP 500,000 Bond, for Single PHP 100,000 (1 photocopy)	Any Surety Bond Company
<b>For Tour Transport:</b>	
Previous Registration Certificate or Previous Proof of Payment (1 photocopy)	TCDO
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of the person represented and the representative (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO
<b>For Accreditation Tour Guide (local and foreign):</b>	
Previous Registration Certificate or	TCDO



Previous Proof of Payment (1 photocopy)				
Authorization letter (1 original)		Tourism-related Business Establishment Owner		
Government issued Identification Card of the person represented and the representative (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO		
2x2 Picture (1 piece colored)		Photo Shop		
Police Clearance (1 photocopy)		PNP-Pasay		
Fiscal Clearance (1 photocopy)		City Prosecutor's Office (CPO)		
Barangay Clearance (1 photocopy)		Barangay Hall where the applicant resides		
Medical Certificate (1 photocopy)		Any Medical Clinic/Hospital		
Seminar Certificate (1 photocopy)		Department of Tourism		
Passport/Visa if Foreign Tour Guide (1 photocopy)		Concerned Embassy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements at the receiving area of the TCDO.	1. Acknowledge receipt of complete requirements.  1.1 Issue order of payment and inform the client to proceed to the City Treasurer's Office for payment.	None	10 Minutes	MARY GRACE L. CEPEDA <i>Tourism Operations Assistant I</i> (TCDO)  FELIX B. BALAGOT JR. <i>Administrative Aide V</i> (TCDO)  JOSELITO C. ECHON <i>Administrative Aide III</i> (TCDO)
2. Pay the corresponding fees at the cashier of the Treasurer's Office.	2. Receive payment and issue official receipt.	Please refer to the table of fees below	4 Minutes	<i>Cashier</i> City Treasurer's Office
3. Return to the TCDO and present the official receipt.	3. Release the Registration Certificate upon signing in the logbook.	None	15 Minutes	MARY GRACE L. CEPEDA <i>Tourism Operations Assistant I</i> (TCDO)



				<p>FELIX B. BALAGOT JR. <i>Administrative Aide V</i> (TCDO)</p> <p>JOSELITO C. ECHON <i>Administrative Aide III</i> (TCDO)</p>
<b>TOTAL:</b>			Please refer to the table of fees below	29 Minutes

Type of Establishments/Accommodation	Registration Fees
Resort, "Hotel Spa", Day Spa	PHP 3,500
Motels and Tourist Inn	
- First Class	PHP 3,000
- Economy	PHP 2,000
Apartelles	PHP 3,500
Hotel	
- Standard/Economy	PHP 3,500
- Deluxe	PHP 4,500
<b>TRAVEL AND TOUR SERVICES</b>	
Travel Agency and Tour Operator	
- Consultancy and documentations services	
- DFA, Malacañang authentication, visa assistance, spouse visa	
- Passport/ticketing	
- Tour guiding/translation services	
- Inbound and outbound tour	PHP 3,000
Tour Transport	
Land (Fees per unit)	
- Car	PHP 300
- Coaster/Van	PHP 400
- Bus	PHP 1,000
Air Transport	
- Common Carrier (airline)	PHP 3,500
- Chartered (passenger)	PHP 2,000
Water Vessel	PHP 2,000



TOURISM RELATED ESTABLISHMENTS ENTERTAINMENT	
Karaoke Bar (Class A)	PHP 5,000
Karaoke Bar and Night Club (Class B) (Along Roxas Blvd.)	PHP 3,000
Karaoke Bar (Class C)	PHP 2,000
RESTAURANTS	
Specialty Restaurant	PHP 3,000
Fine Dining with catering service	PHP 3,000
Fast Foods	PHP 2,000
Food Kiosk (with franchise)	PHP 1,000
Eatery and wrap to go (located along busy areas like Star City and national roads)	PHP 1,000
SHOPPING MALL	
- Class A	PHP 3,000
- Class B	PHP 2,000
- Specialty Shop (selling imported goods and imported foods)	PHP 2,000
Cinemas	PHP 2,000
Wine and Liquor Store	PHP 2,000
Theme parks	PHP 4,000
AMUSEMENT AND RECREATIONAL FACILITIES	
Class A (casino)	PHP 3,000
Class B	PHP 1,000
GLOBAL GUTS, OFF TRACK, POOLS, BILLIARDS, COMPUTER RENTALS	
Money Changer	PHP 2,000
Museum/Gallery	PHP 1,500
Rest Areas/Convenient Stores	PHP 2,000
Sundry/Souvenir Shops	PHP 2,000
Flower Shops, Boutiques, Barber Shops (located inside the premises of hotels, airports and malls)	PHP 2,000
Health and Fitness	PHP 1,500
*Class B and C (Massage Parlors, Reflexologies)	PHP 1,500
Travel Associations	PHP 1,000
Exhibit Organizers, Event Specialist (include theatrical shows, concerts, car shows, etc.)	PHP 3,000

### 134. Issuance of TPFRO License Plate and/or Sticker to Tricycles and Pedicabs

This service is for the acquisition of TPFRO License Plate and/or stickers of tricycle and pedicab owners/operator with updated Franchise and Mayor's Permit at the Tricycle/Pedicab Franchising Regulatory Office.

<b>Office or Division:</b>	Tricycle/Pedicab Franchising Regulatory Office (TPFRO)
<b>Classification:</b>	Simple





<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Tricycle and pedicab owners/operators who have an updated Mayor's Permit and Franchise.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Updated Mayor's Permit to Operate (1 original copy)		TPFRO		
Updated Authority for Tricycle Service/ Franchise (1 original copy)		TPFRO		
Actual Tricycle/Pedicab		Tricycle/Pedicab Owner		
<b>Representative</b>				
Updated Mayor's Permit to Operate (1 original copy)		TPFRO		
Updated Authority for Tricycle Service/ Franchise (1 original copy)		TPFRO		
Actual Tricycle/Pedicab		Person represented (Tricycle/Pedicab Owner)		
Authorization letter (1 original)		Person represented (Tricycle/Pedicab Owner)		
Any Government Issued Identification Card of the person represented (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government Issued Identification Card of the Representative (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to the assigned personnel at the TPFRO.	1. Verify the documentary requirements, check the physical appearance of the unit, and issue TPFRO License Plate and/or Sticker thereof.	None	10 Minutes	JOSELITO P. OBIAL <i>Administrative Aide II</i> (TPFRO)  Or  MARLON C. VIOLETA <i>Administrative Aide I</i> (TPFRO)
<b>TOTAL:</b>		None	10 Minutes	



### 135. Job Placement for Senior Citizens and Persons with Disabilities (PWDs)

This is an employment assistance program being extended by the Public Employment Service Office to the Senior Citizens and Persons with Disabilities (PWDs).

<b>Office or Division:</b>	Public Employment Service Office (PESO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizens and PWDs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Employment Information Registration System (EIRS) (1 original) - EIRS Form - Details of the Form		PESO Senior Citizen/PWD		
Updated Resume (1 original)		Senior Citizen/PWD		
Certificate of Residency (1 photocopy)		Office of the Barangay where the Senior Citizen/PWD resides		
Certificate of Indigency (1 photocopy)		Office of the Barangay where the Senior Citizen/PWD resides		
Applicable Identification Card: (1 original) - Senior Citizen - PWD		Office of the Senior Citizens Affairs Persons with Disabilities Affairs Office		
Working Permit (1 photocopy)		Business Permits and Licensing Office		
Health Certificate (1 photocopy)		City Health Office		
Police Clearance (1 photocopy)		Philippine National Police-Pasay City Police Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit EIRS form together with complete requirements at the receiving section of PESO.	1. Accept complete requirements.	None	5 Minutes	RECCE CATALINA J. PETILLA <i>Administrative Aide I</i> (PESO)
	1.1 Verify and evaluate authenticity of submitted documents.	None	5 Minutes	
2. Proceed with the initial interview at PESO.	2. Conduct initial interview to assess capability or capacity of the applicant.	None	15 Minutes	LILIA G. BORNILLA <i>Administrative Aide I</i> (PESO)



	<p>2.1 Conduct career/ employment coaching to match the qualification of the applicant to the desired job.</p> <p>2.2 Endorse applicant to Pasay City General Hospital for medical examination and advise the applicant to return upon receipt of the result.</p>	<p>None</p> <p>None</p>	<p>15 Minutes</p> <p>10 Minutes</p>	<p>JOANNA G. BALORO <i>Administrative Aide I</i> (PESO)</p>
3. Proceed to Pasay City General Hospital to undergo Medical Examination and secure Fit to Work Certification.	3. Wait for the submission of result of medical examination by the applicants.	None	1 Day 6 Hours and 40 Minutes	JOANNA G. BALORO <i>Administrative Aide I</i> (PESO)
4. Submit Fit to Work Certification at the Receiving Section of PESO.	<p>4. Verify certification.</p> <p>4.1 Endorse applicant to partner companies.</p>	None	30 Minutes	ATTY. MARLA OLIVIA BELLO-ALOM <i>PESO Manager</i> (PESO)
<b>TOTAL:</b>		None	2 Days	

### 136. Livelihood Assistance

Public Employment Service Office provides livelihood assistance to qualified applicants. To improve the socio-economic condition of the disadvantaged workers/poor, there is a need for Entrepreneurial



undertaking for targeted beneficiaries of the City: providing them with the necessary livelihood & self-employment opportunities that would enable them to become productive citizens of the community.

<b>Office or Division:</b>	Public Employment Service Office (PESO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Disadvantaged and Displaced Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Livelihood Beneficiary Profile Form (1 original): - Profile Form - Details of the Form		PESO Applicant		
Duly Accomplished Department of Labor and Employment Integrated Livelihood and Emergency Employment Programs (DILEEP) Form (1 original): - DILEEP Form - Details of the Form		Department of Labor and Employment Applicant		
Certificate of Indigency (1 photocopy)		Office of the Barangay where the applicant resides		
Community Tax Certificate (1 photocopy)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required forms together with complete requirements at the receiving section of PESO.	1. Accept complete requirements.	None	5 Minutes	RECCE CATALINA J. PETILLA <i>Administrative Aide I</i> (PESO)
	1.1 Verify and evaluate to assess the authenticity of submitted documents.	None	5 Minutes	
2. Proceed to the office of the PESO Manager for interview.	2. Conduct interview to determine the livelihood assistance the client wishes to avail.	None	10 Minutes	ATTY. MARLA OLIVIA BELLO-ALOM <i>PESO Manager</i> (PESO)



	2.1 Process application.	None	5 Minutes	EDITHA O. FELIPE <i>Senior Administrative Assistant II</i>  LILIA G. BORNILLA <i>Administrative Aide I (PESO)</i>
	2.2 Endorse application to Department of Labor and Employment.	None	5 Minutes	ATTY. MARLA OLIVIA BELLO-ALOM <i>PESO Manager (PESO)</i>
<b>TOTAL:</b>		None	30 Minutes	

### 137. Manpower Assistance during Special Events

The Public Order and Safety Unit provide manpower assistance during conduct of special events, disaster or calamities.

<b>Office or Division:</b>	Public Order and Safety Unit (POSU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2C – Government to Citizen			
<b>Who may avail:</b>	All Pasay City Government Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved written request (1 photocopy)		Office of the City Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved written request to POSU receiving section.	1. Receive the approved written request.	None	2 Minutes	ROWENA P. CANLAS <i>Administrative Aide IV (POSU)</i>  SAMARITA B. MARIANO <i>Security Guard I (POSU)</i>
2. Discuss with the assigned POSU personnel the	2. Note the details of request and confirm the	None	58 Minutes	ROBERTO A. GONZAGA <i>Security Agent II</i>



details of request such as manpower assistance needed in the conduct special events, disaster or calamities.	extension of manpower assistance.  2.1 Meet the POSU Security Team for their deployment after providing instructions on their task assignment/s.			(POSU Operations Team/Task Force)  NOEL M. SAURA <i>Security Officer II/ Officer-in-Charge</i> (POSU)
	<b>TOTAL:</b>	None	1 Hour	

### 138. Mechanical Permit and Certificate to Operate/Use

Owners of Commercial, Industrial and Institutional Buildings shall secure Mechanical Permit and Certificate to Operate/use from the City Engineer's Office/Office of the Building Official for the following categories:

1. Use of Construction Equipments (Heavy Equipments & Trucks)
2. Refrigeration, Air conditioning, Mechanical Ventilations
3. Installation of Escalators, Moving Walks, Elevators, Conveyors
4. Installation of Boilers, pressurized water heaters, sewage pumps
5. Automatic Fire Sprinkler System

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	All owners of commercial, industrial and institutional buildings	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b><i>Mechanical Permit</i></b>		
<b>Principal:</b>		
Duly Accomplished Mechanical Permit Application Form signed by the owner and Mechanical Engineer:		
- Duly accomplished application form	CEO/OBO	
- Details of the form and signature	Building Owner and Mechanical Engineer	



Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Approved Building Permit (1 photocopy)	Office of the City Engineer/Building Official
Sketch/location of site (1 original)	Building Owner
Signed and sealed Mechanical Plan with complete details of installation (1 original and 2 photocopies)	Hired Mechanical Engineer
Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies)	Hired Mechanical Engineer
PRC Licenses and PTRs of all involved professionals in the project (1 photocopy)	Hired Mechanical Engineer
<b>Representative:</b>	
Duly Accomplished Mechanical Permit Application Form signed by the owner and Mechanical Engineer: <ul style="list-style-type: none"> <li>- Duly accomplished application form</li> <li>- Details of the Form and signature</li> </ul>	CEO/OBO Building Owner and Mechanical Engineer
Authorization letter (1 original)	Building Owner
Any Valid Government ID Card of the Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Valid Government ID Card of the Person Represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Approved Building Permit (1 photocopy)	CEO/OBO
Sketch/location of Site (1 original)	Building Owner
Signed and sealed Mechanical Plan with complete details of installation (1 original, 2 photocopies)	Hired Mechanical Engineer
Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies)	Hired Mechanical Engineer
Professional License (1 photocopy)	Hired Mechanical Engineer



Professional Tax Receipt (1 photocopy)		City Treasurer's Office where the licensed professional practices profession		
<b>Mechanical Certificate to Operate</b>				
<b>Principal:</b>				
Any government ID card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Previously issued Mechanical Permit (1 original, 1 photocopy)		CEO/OBO		
Photo of Installation ( 2 original copies)		Photo Shop/Center		
<b>Representative:</b>				
Previously issued Mechanical Permit (1 original, 1 photocopy)		CEO/OBO		
Authorization letter (1 original)		Person Represented (Building Owner)		
Any government ID card of the representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any government ID card of the person represented (Building Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Photo of Installation ( 2 original)		Photo Shop/Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Accept application form together with the complete requirements.	None	5 Minutes	ENGR. RHANDY L. FARRE <i>Engineer II,</i> (OSSCPAS, CEO/OBO)
	1.1 Encode information in the system.	None	30 Minutes	ENGR. BENHUR JOSHUA R. DELMO <i>Engineer I,</i> (OSSCPAS, CEO/OBO)
	1.2 Process application.	None	5 Days	ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)





	1.3 Issue Order of Payment to the client.	None	15 Minutes	<p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. RHANDY L. FARRE <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p>
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue official receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	<i>Cashier</i> (OSSCPA)
3. Present OR to Window 4, Room 311, OSSCPAS, and claim the appropriate Mechanical Permit and Certificate to Operate/Use.	3. Verify OR, and release the Mechanical Permit and Certificate to Operate/Use.	None	30 Minutes	<p>MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)</p> <p>MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)</p>
<b>TOTAL:</b>		*MF + CF = TF	5 Days, 1 Hour and 25 Minutes	



\*Legend:

MF (Mechanical Fee) + CF (Computerization Fee) = TF (Total Fees)

### SCHEDULE OF FEES

#### 1. MF (Mechanical Fee)

MF = **Mechanical Load** x Rate

Mechanical Load	Rate
Cold storages & Ice plants	
Up to 100 tons capacity	PHP 25/ton
Above 100 tons up to 150 tons	PHP 20/ton
Above 150 tons up to 300 tons	PHP 15/ton
Above 300 tons to 500 tons	PHP 10/ton
In excess above 500 tons	PHP 5/ton
Window type	PHP 40/unit
Packaged/ Centralized Air Con System	
1 <sup>st</sup> 100 tons	PHP 25/unit
Above 100 tons up to 150 tons	PHP 20/unit
Above 150 tons up to 300 tons	PHP 15/unit
Above 300 tons up to 500 tons	PHP 10/unit
In excess of 500 tons	PHP 5/unit
Mechanical Ventilation (blowers or fan)	
Up to 1 kw per unit	PHP 10/unit
Above 1 kw to 7.5 kw	PHP 50/unit
In excess or fraction above 7.5 kw	PHP 20/unit
Escalators and moving walks, Funiculars	PHP 120/unit
Elevators (Passenger)	PHP 500/unit
Elevators (Freight)	PHP 400/unit
Elevators (Cars)	PHP 500/unit
Dumbwaiters (motor driven)	PHP 50/unit
Construction Elevator	PHP 400/unit
Every landing above first five landing for all above elevators	PHP 50/landing
Boilers	
Up to 7.5 Kw	PHP 400/unit
Above 7.5 kw to 22 kw	PHP 550/unit
Above 22 kw to 37 kw	PHP 600/unit



Above 37 kw to 52 kw	PHP 650/unit
Above 52 kw to 67 kw	PHP 800/unit
Above 67 kw to 74 kw	PHP 900/unit
Pressurized water heaters	PHP 120/unit
Water, sump and sewage pumps for commercial/industrial use	PHP 55/kw
Automatic Fire Sprinkler-sprinkle head	PHP 2/unit excluding the pump
Generator–diesel/gasoline/steam/hydro/ nuclear or solar generating units	
Up to 50 kw	PHP 15/kw
Above 50 up to 100 kw	PHP 10/kw
Every kw above 100 kw	PHP 2.40/kw
Compressed Air for Commercial, Industrial and Institutional Use, per unit	PHP 10/unit
Pressure Vessel	PHP 40/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 24/ton
Internal combustion engine (forklift, loader, mixers, compressors trucks kw/unit)	
Up to 100 kw	PHP 100/unit
Every fraction above 100 kw	PHP 3/unit
Testing/Calibration of pressure gauge for each gas meter	PHP 30/unit
Every mechanical ride, inspection, etc., used in amusement centers such as ferries wheel, carousel and the like	PHP 30/unit

**2. CF (Computerization Fee) = PHP 20**

**139. Medicine and Food Supplement Distribution**

The Office of the City Vice Mayor provides free medicines and food supplements intended for the holistic well-being of Pasay City constituents and walk-in applicants.

<b>Office or Division:</b>	Office of the City Vice Mayor (OCVM)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Principal:</b>				
Valid Government-issued ID Card (1 original)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Letter Request (1 original)		Requesting Party		
Barangay Clearance/Certificate (1 original)		Barangay Hall		
Updated/Current Prescription from Attending Physician (If request is for maintenance medicine/s) (1 original)		Attending Physician		
<b>Representative:</b>				
Authorization letter (1 original)		Person Represented (Requesting Party)		
Valid Government-issued ID Card of the Person Represented (Requesting Party) (1 original, 1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Valid Government-issued ID Card of the Representative) (1 original, 1 photocopy)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth		
Letter Request (1 original)		Person Represented (Requesting Party)		
Barangay Clearance/Certificate (1 original)		Barangay Hall		
Updated/Current Prescription from Attending Physician (If request is for maintenance medicine/s) (1 original)		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Medical Assistance Section of the OCVM.	1. Review and verify completeness of requirements.	None	4 Minutes	AMOR S. TALOSIG <i>Clerk II</i> (OCVM)  SUSAN T. GUINGAB <i>Administrative Aide I</i> (OCVM)  MARIA ANTIONETTE I. <i>Administrative Aide I</i> (OCVM)
2. Claim the medicines/food supplements from the Medical Assistance Section of the	2. Release requested medicines/food supplements to the client.	None	3 Minutes	AMOR S. TALOSIG <i>Clerk II</i> (OCVM)  SUSAN T. GUINGAB <i>Administrative Aide I</i>



OCVM.				(OCVM)  MARIA ANTIONETTE I. MIRANDA <i>Administrative Aide I</i> (OCVM)
<b>TOTAL</b>		None	7 Minutes	

#### 140. Memoranda Annotation/Cancellation on Tax Declaration

The City Assessor's Office processes request for annotation or cancelation of documents for loans, mortgage and court decision purposes.

<b>Office or Division:</b>	City Assessor's Office (CAssrO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Mortgagor/ Mortgagee/Court Concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Valid Government Issued Identification Card (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU		
Certified Copy of Title/Court Order (1 original)		Register of Deeds/Court Concerned		
Letter request for Annotation/Cancellation Mortgage/Release of Mortgage/Court Decision (1 photocopy)		Mortgagor/Mortgagee/Court Concerned		
Mortgage/Release of Mortgage/Court Decision (1 photocopy)		Mortgagee/Court Concerned		
<b>Representative</b>				
Authorization letter/Special Power of Attorney (1 original)		Citizen or Client Being Represented		
Valid Government Issued Identification Card of the person being represented (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID		
Valid Government Issued Identification Card of the Representative (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID		
Letter request for Annotation/Cancellation (1 original)		Mortgagor/Mortgagee/Court Concerned		
Mortgage/Release of Mortgage/Court Decision (1 photocopy)		Mortgagee/Court Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Submit the requirements to the assigned personnel of the City Assessor's Office- Administrative &amp; Assessment Records Management Division.</p>	<p>1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to the client.</p>	<p>None</p>	<p>10 Minutes</p>	<p>GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)</p> <p>MA. INES A. ROBIN <i>Administrative Aide II</i> (CAssrO)</p> <p>JEMALYN A. LABACO <i>Administrative Assistant V</i> (CAssrO)</p>
<p>2. Proceed to City Treasurer's Office (CTO) for Correction Fee payment</p>	<p>2. Issue Official Receipt (OR) to client based on submitted Order of Payment.</p>	<p>Annotation – PHP 40</p> <p>Certified Copy – PHP 40</p>	<p>5 Minutes</p>	<p><i>Cashier</i> (CTO)</p>
<p>3. Present the OR issued by the City Treasurer's Office to the assigned personnel of the City Assessor's Office- Administrative &amp; Assessment Records Management Division.</p>	<p>3. Prepare and issue the annotated/ cancelled Tax Declaration.</p> <p>3.1 Issue the updated CTC of Tax Declaration, and advice the client to pay for the documentary stamp.</p>	<p>None</p> <p>None</p>	<p>15 Minutes</p> <p>15 Minutes</p>	<p>GENALYN C. DELA CRUZ <i>Administrative Officer IV</i> (CAssrO)</p> <p>JEMALYN A. LABACO <i>Administrative Assistant V</i></p> <p>CARMELITA C. BELTRAN <i>Assessment Clerk II</i></p> <p>ANTHONY A. ABABA <i>Data Controller I</i></p> <p>MARIA INES A. ROBIN <i>Administrative Aide II</i></p> <p>MA. LUISA B. MIRANDA</p>



				<i>Administrative Aide IV</i> LUBBY A. TANCHING <i>Administrative Aide II</i> MARY JANE V. MOSTAJO <i>Administrative Aide II</i> MA. CRISTINA F. OMBION <i>Administrative Aide I (CAssrO)</i>
4. Pay the required documentary stamp, and claim copy of the updated Certified Tax Declaration from the assigned personnel of the City Assessor's Office- Administrative & Assessment Records Management Division.	4. Release the updated CTC of Tax Declaration.	Documentary stamp per certification – PHP 30	5 Minutes	MARISSA R. BACAMANTE <i>Administrative Aide I (CAssrO)</i>  GENALYN C. DELA CRUZ <i>Administrative Officer IV (CAssrO)</i>
<b>TOTAL:</b>		PHP 110	50 Minutes	

### 141. New Franchise and Mayor's Permit for Pedicab

Owners of Pedicabs under Pasay City Government are required to apply for Authority for Tricycle and Pedicab Service (Franchise) prior to operating these vehicles for business at the Tricycle/Pedicab Franchising Regulatory Office.

<b>Office or Division:</b>	Tricycle/Pedicab Franchising Regulatory Office (TPFRO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Only Pedicab owners/operators who are listed in the Masterlist from the official tagging done on these vehicles by the Tricycle Pedicab Franchising Regulatory Office.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



<b>Principal</b>	
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form	TPFRO Pedicab Owner/Operator
Community Tax Certificate with an Annual Gross Income of PHP 50,000 (1 photocopy)	City Treasurer's Office
Proof of Unit Possession (any of the following documents): - Official Receipts (O.R.) of the bicycle unit (1 photocopy) or - Affidavit of Ownership (1 original) or - Deed of Sale of the unit (1 original)	Bicycle Shop Pedicab Owner/Operator Pedicab Owner/Operator
Barangay Certificate; should be a resident of the city (1 original)	Barangay Hall
Voter's ID or Voter's Certificate; should be a registered voter of the City (1 photocopy)	COMELEC
Local Pedicab Operators and Drivers Association (PODA) Certificate (1 original copy)	Local PODA President
Recognized Pedicab Federation Certification (1 original)	Pasay Alliance of Pedicab Operators & Drivers Association (Pasay PODA) President
<b>Representative</b>	
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form	TPFRO Person represented (Pedicab Owner/Operator)
Authorization letter (1 original)	Person represented (Pedicab Owner/Operator)
Any Government Issued Identification Card of the person represented (1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Government Issued Identification Card of the Representative (1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Community Tax Certificate with an Annual Gross Income of PHP 50,000 (1 photocopy)	City Treasurer's Office
Proof of Unit Possession (any of the following documents): - Official Receipts (O.R.) of the bicycle unit (1 photocopy) or - Affidavit of Ownership (1 original) or - Deed of Sale of the unit (1 original)	Bicycle Shop Pedicab Owner/Operator Pedicab Owner/Operator
Barangay Certificate; should be a resident of the city (1 original copy)	Barangay Hall





Voter's ID or Voter's Certificate; should be a registered voter of the city (1 photocopy)		COMELEC		
Local Pedicab Operators and Drivers Association (PODA) Certificate (1 original)		Local PODA President		
Recognized Pedicab Federation Certification (1 original)		Pasay Alliance of Pedicab Operators & Drivers Association (Pasay PODA) President		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements together with the duly accomplished application form to the assigned personnel at the TPFRO.	1. Check the completeness and veracity of submitted requirements; after which, encode all the necessary information in the computer system with regard to the said application.	None	15 Minutes	PHLORIEL V. SEVILLA <i>Administrative Aide III</i> (TPFRO)  or  MA. TERESA M. MANALO <i>Administrative Aide I</i> (TPFRO)
2. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued)	2. Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document.	For New Franchise and Mayor's Permit – PHP 770	5 Minutes	<i>Teller</i> (CTO)
3. Present the order of payment and O.R. to the designated personnel at the TPFRO.	3. Issue a claim stub for the requested document to the applicant and advise him/her to return to TPFRO after two (2)	None	5 Minutes	PHLORIEL V. SEVILLA <i>Administrative Aide III</i> (TPFRO)  or  MA. TERESA M.



	days.			MANALO <i>Administrative Aide I</i> (TPFRO)
4. Present the claim stub to the assigned personnel at the TPFRO for the release of the requested document/s.	4. Release/issue the requested document/s to the client.	None	5 Minutes	PHLORIEL V. SEVILLA <i>Administrative Aide III</i> (TPFRO)  or  MA. TERESA M. MANALO <i>Administrative Aide I</i> (TPFRO)
<b>TOTAL:</b>		For New Franchise and Mayor's Permit – PHP 770	30 Minutes	

## 142. Online Application for Business Permit

All business undertakings/activities conducted within the territorial jurisdiction of Pasay City are mandated by national laws and local ordinances to secure the necessary Permit to Operate and pay the corresponding taxes and regulatory fees from the Business Permits and Licensing Office before commencing operation.

### ***New Application:***

<b>Office or Division:</b>	Business Permits and Licensing Office (BPLO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All business establishment owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Comprehensive General Liability Insurance (1 scanned copy of the original)	Any Insurance Company
Certificate of Occupancy (1 scanned copy of the original)	City Engineer's Office (CEO) (Room 315)
Zoning Conformance for Business (1 scanned copy of the original)	City Planning and Development Office (CPDO) (Room 211)
Proof of right over the lot/property where the business is located (1 scanned copy of	



the original)  a. Real Property Tax (if owned) b. Lease of Contract (if not owned)	a. Owner b. Lessor
Certificate of Business Name Registration, if applicable (1 scanned copy of the original)	Department of Trade and Industry
Certificate of Incorporation, if applicable (1 scanned copy of the original)	Securities and Exchange Commission
Certificate of Registration, if applicable (1 scanned copy of the original)	Housing and Land Use Regulatory Board
(1 scanned copy of the original) a. Registration Certificate b. General Information Sheet, if applicable	a. Cooperative Development Authority b. Pasay City Cooperative Office
<b>Representative</b>	
Authorization letter signed by the principal (1 scanned copy of the original)	Business Owner
Any Government ID Card of the Person Represented (Business Owner) (1 scanned copy of the original)	Pasay-Local Government Unit-Human Resource Management and Development Office, Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Comprehensive General Liability Insurance (1 scanned copy of the original)	Any Insurance Company
Certificate of Occupancy (1 scanned copy of the original)	CEO
Zoning Conformance for Business (1 scanned copy of the original)	CPDO
Proof of right over the lot/property where the business is located (1 scanned copy of the original)  a. Lease of Contract (if not owned) b. Real Property Tax (if owned)	a. Owner b. Lessor
Certificate of Business Name Registration, if applicable (1 scanned copy of the original)	Department of Trade and Industry (DTI)
Certificate of Incorporation, if applicable	Securities and Exchange Commission (SEC)



(1 scanned copy of the original)				
Certificate of Registration, if applicable (1 scanned copy of the original)		Housing and Land Use Regulatory Board (HLURB)		
General Information Sheet, if applicable (1 scanned copy of the original)		Pasay City Cooperative Office		
Registration Certificate (1 scanned copy of the original)		Cooperative Development Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access the online business application website of Pasay City ( <a href="https://epayments.pasay.gov.ph">https://epayments.pasay.gov.ph</a> ) in any web browser. Click the account registration for new business, accomplish the required fields, upload the scanned copy of requirements and print the application form.	<p>1. Check web portal for the submitted online application.</p> <p>1.1 Validate the submitted Online Business Application and assign a <i>Business Account Number (BAN)</i> following the Declaration of Gross Capital based on the submitted requirements.</p> <p>1.2 Notify the applicant that his/her Online Business Application has been completed; otherwise, return to the</p>	None	15 Minutes	<p>ATTY. PATRICK M. LEGASPI <i>Officer-in-Charge,</i> (BPLO)</p> <p>SLOANE THEODORE A. TEJADA <i>Administrative Officer II</i> (BPLO)</p> <p>JOSEPHINE S. VARGAS <i>Administrative Assistant I</i> (BPLO)</p> <p>CATHERINE L. DE LEON <i>Social Welfare Aide</i> (BPLO)</p>



	<p>applicant for completion. Once completed, the application will be endorsed to CTO for Assessment of Tax and Regulatory fees.</p>			
<p>2. Wait for the Statement of Account (SOA) to be sent to your registered account including the steps on how to do online payment.</p> <p>2.1 Click the link provided or type it in the web portal. Click PAY NOW and you will be redirected to LandBank's Link.BizPortal.</p> <p>2.2 Enter required information, click CONTINUE to process your payment. For successful transaction, you</p>	<p>2. Check the web portal for the successful Payment Transaction.</p> <p>2.1 Send e-copies of the Assessment and official receipt to the registered email address of the applicant after payment transaction is validated.</p> <p>2.2 Endorse the digital copy of the assessment and receipt to the BPLO for the release of permit.</p>	<p>Please refer to the table of fees below</p>	<p>30 Minutes</p>	<p><i>CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall</i></p>



will receive an e-mail confirmation.				
3. Print the digital copy of business permit, valid for three (3) months, found at the dash board of your registered account and proceed to the transaction window of BPLO to claim the original Business Permit.	3. Release the business permit to the client at the transaction window of BPLO.	None	30 Minutes	NOEL B. LUCIO <i>License Inspector II</i> (BPLO)  ARIEL E. DE LEON <i>Administrative Assistant I</i> (BPLO)  RENIE L. BERTILLO <i>Administrative Aide I</i> (BPLO)  REZELL P. SUAMER <i>Administrative Aide I</i> (BPLO)
<b>TOTAL:</b>		Please refer to the table of fees below	1 Hour and 15 Minutes	

**Renewal:**

<b>Office or Division:</b>	Business Permits and Licensing Office (BPLO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All business establishment owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Comprehensive General Liability Insurance (1 scanned copy of the original)	Any Insurance Company
Previous Permit (1 scanned copy of the original)	Business Owner
<b>Representative</b>	
Authorization letter signed by the principal (1 scanned copy of the original)	Business Owner
Any Government ID Card of the Person Represented (Business Owner) (1 scanned copy of the original)	Pasay-Local Government Unit-Human Resource Management and Development Office, Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS),



	Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)			
Comprehensive General Liability Insurance (1 scanned copy of the original)	Any Insurance Company			
Previous Business Permit (1 scanned copy of the original)	Business Owner			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access the online business application website of Pasay City ( <a href="https://epayments.pasay.gov.ph">https://epayments.pasay.gov.ph</a> ) in any web browser. 1.1 Log-in to your account and upload all required documents and accomplish the Gross Declaration.	1. Check web portal for the submitted online application.  1.1 Validate the submitted Online Business Application following the Declaration of Gross Capital based on the submitted requirements.  1.2 Notify the applicant that his/her Online Business Application has been completed; otherwise, return to the applicant for completion. Once completed, the application will	None	15 Minutes	ATTY. PATRICK M. LEGASPI <i>Officer-in-Charge,</i> (BPLO)  SLOANE THEODORE A. TEJADA <i>Administrative Officer II</i> (BPLO)  JOSEPHINE S. VARGAS <i>Administrative Assistant I</i> (BPLO) CATHERINE L. DE LEON <i>Social Welfare Aide</i> (BPLO)



	be endorsed to CTO for Assessment of Tax and Regulatory fees.			
<p>2. Wait for the Statement of Account (SOA) to be sent to your registered account including the steps on how to do online payment.</p> <p>2.1 Click the link provided or type it in the web portal. Click PAY NOW and you will be redirected to LandBank's Link.BizPortal.</p> <p>2.2 Enter required information, click CONTINUE to process your payment. For successful transaction, you will receive an e-mail confirmation.</p>	<p>2. Check the web portal for the successful Payment Transaction.</p> <p>2.1 Send e-copies of the Assessment and official receipt to the registered email address of the applicant after payment transaction is validated.</p> <p>2.2 Endorse the digital copy of the assessment and receipt to the BPLO for the release of permit.</p>	Please refer to the table of fees below	30 Minutes	CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall
3. Print the digital copy of business permit, valid for three (3) months, found at the dash	3. Release the business permit to the client at the transaction	None	15 Minutes	NOEL B. LUCIO License Inspector II (BPLO)  ARIEL E. DE





board of your registered account and proceed to the transaction window of BPLO to claim the original Business Permit.	window of BPLO.			<p>LEON <i>Administrative Assistant I</i> (BPLO)</p> <p>CLIFFORD S. LAYAG <i>Administrative Assistant I</i> (BPLO)</p> <p>RENIE L. BERTILLO <i>Administrative Aide I</i> (BPLO)</p> <p>REZELL P. SUAMER <i>Administrative Aide I</i> (BPLO)</p>
<b>TOTAL:</b>		Please refer to the table of fees below	1 Hour	

### TAX ON BUSINESS

- A. On Manufacturers, Assemblers, Importers, Repackers, Processors, Brewers, Distillers, Rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following Schedule:
- B. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0.00	10,000.00	272.80
10,000.00	15,000.00	363.00
15,000.00	20,000.00	498.30
20,000.00	30,000.00	726.00
30,000.00	40,000.00	1,089.00
40,000.00	50,000.00	1,361.80
50,000.00	75,000.00	2,178.00
75,000.00	100,000.00	2,722.50
100,000.00	150,000.00	3,630.00



150,000.00	200,000.00	4,537.50
200,000.00	300,000.00	6,352.50
300,000.00	500,000.00	9,075.00
500,000.00	750,000.00	13,200.00
750,000.00	1,000,000.00	16,500.00
1,000,000.00	2,000,000.00	22,687.50
2,000,000.00	3,000,000.00	27,225.00
3,000,000.00	4,000,000.00	29,370.00
4,000,000.00	5,000,000.00	38,115.00
5,000,000.00	6,500,000.00	40,219.00
6,500,000.00	and above	Not Exceeding 55% of 1%

On Wholesalers, Distributors, or Dealers in any article of commerce or whatever kind or nature, in accordance with the following schedule:

C. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	1,000.00	29.70
1,000.00	2,000.00	53.90
2,000.00	3,000.00	82.50
3,000.00	4,000.00	118.80
4,000.00	5,000.00	165.80
5,000.00	6,000.00	200.20
6,000.00	7,000.00	236.50
7,000.00	8,000.00	272.80
8,000.00	10,000.00	308.00
10,000.00	15,000.00	363.00
15,000.00	20,000.00	453.20
20,000.00	30,000.00	544.50
30,000.00	40,000.00	726.00
40,000.00	50,000.00	1,089.00
50,000.00	75,000.00	1,633.50
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,085.50
150,000.00	200,000.00	3,993.00
200,000.00	300,000.00	5,445.00
300,000.00	500,000.00	7,260.00



	500,000.00	750,000.00	10,890.00
	750,000.00	1,000,000.00	14,520.00
	1,000,000.00	2,000,000.00	16,500.00
D.	2,000,000.00	and above	Not exceeding 82.5% of 1%

On Essential commodities - For exporters, millers, manufacturers, producers, wholesaler, distributor, dealers of retailers.

1) Rice and corn;	Rate not exceeding Fifty Percent (50%) of the rates prescribed in A, B and D
2) Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products, whether in their original states or not;	
3) Cooking oil and cooking gas	
4) Laundry soap, detergents and medicine, Agricultural implements, equipment and post have facilities, fertilizers, pesticides, insecticides, herbicides, and other farm inputs;	
5) Poultry and other animal feeds	
6) School supplies	
7) Cement	

E. On Essential commodities - For Retailers

1) Rice and corn;
2) Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products, whether in their original states or not;
3) Cooking oil and cooking gas.
4) Laundry soap, detergents and medicine
5) Agricultural implements, equipment and post have facilities, fertilizers, pesticides, insecticides herbicides, and other farm inputs;



6) Poultry and other animal feeds.
7) School supplies; and
8) Cement

With Gross Sales for the preceding  
Calendar Year:

	<b>RATE PER ANNUM</b>
400,000.00 or less	3 1/2%
400,000.00 or more	2%

On Owners or Operators of cafes, cafeteria, ice-cream and other refreshment parlors, restaurants, soda-fountain, bars, carinderia, and food caterers.

With Gross Receipts for the preceding  
Calendar Year:

<b>FROM</b>	<b>TO LESS THAN</b>	<b>ANNUAL TAX</b>
0	2,000.00	<b>73.00</b>
2,000.00	3,750.00	<b>124.30</b>
3,750.00	4,500.00	<b>173.00</b>
4,500.00	6,125.00	<b>222.20</b>
6,125.00	7,250.00	<b>272.80</b>
7,250.00	8,750.00	<b>321.20</b>
8,750.00	10,275.00	<b>371.80</b>
10,275.00	12,125.00	<b>445.50</b>
12,125.00	15,250.00	<b>544.50</b>
15,250.00	16,750.00	<b>618.20</b>
16,750.00	18,250.00	<b>668.80</b>
18,250.00	20,625.00	<b>717.20</b>
20,625.00	23,675.00	<b>866.80</b>
23,675.00	27,000.00	<b>990.00</b>
27,000.00	30,000.00	<b>1,113.20</b>
30,000.00	33,000.00	<b>1,237.50</b>
33,000.00	35,875.00	<b>1,361.80</b>
35,875.00	40,625.00	<b>1,509.20</b>
40,625.00	45,500.00	<b>1,633.50</b>
45,500.00	50,000.00	<b>1,856.80</b>
50,000.00	and above	<b>Not exceeding 82.5% of 1%</b>



On contractors and other independent contractors in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

<b>FROM</b>	<b>TO LESS THAN</b>	<b>ANNUAL TAX</b>
0	5,000.00	45.10
5,000.00	10,000.00	101.20
10,000.00	15,000.00	172.70
15,000.00	20,000.00	272.80
20,000.00	30,000.00	453.20
30,000.00	40,000.00	635.80
40,000.00	50,000.00	907.50
50,000.00	75,000.00	1,452.00
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,201.00
150,000.00	200,000.00	4,356.00
200,000.00	250,000.00	5,989.50
250,000.00	300,000.00	7,728.00
300,000.00	400,000.00	10,164.00
400,000.00	500,000.00	13,612.50
500,000.00	750,000.00	15,262.50
750,000.00	1,000,000.00	16,912.50
1,000,000.00	2,000,000.00	18,975.00
2,000,000.00	and above	Not exceeding 82.5% of 1%

On banks and other Financial Institutions

- Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following:

- 1) Interest from loans discount;
- 2) Interest earned and actually collected on interbank loans;
- 3) Rental of Property;
- 4) Income earned and actually collected from acquired assets;
- 5) Income from sale or exchange of assets and property;
- 6) Cash dividends earned and received on equity investment;



- 7) Commissions from lending activities
- 8) Income component of rentals from financial leasing

#### On Insurance Companies

- Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Insurance premiums actually collected
- 2) Interest earning on loans and discounts actually collected
- 3) Rentals actually collected from property owned by insurance companies
- 4) Income actually collected from acquired assets
- 5) Cash dividends received on equity investments

#### On Financing Companies

- Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Interest from loans and discounts
- 2) Interest earned and actually collected on mortgage contracts receivables
- 3) Rental of property
- 4) Income earned and actually collected from acquired assets
- 5) Income from sale or exchange of assets and property
- 6) Cash dividends earned and received on equity investment
- 7) Income component of rentals from financial leasing

On lessors or sub-lessors of real estate including accessories, apartels, pension and inns, apartments, condominiums, house for lease, rooms and spaces for rent in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	1,000.00	Exempt
1,000.00	4,000.00	49.50
4,000.00	10,000.00	123.20
10,000.00	20,000.00	371.80
20,000.00	30,000.00	742.50
30,000.00	50,000.00	1,237.50



50,000.00 and above	Residential Purposes - Not Exceeding 55% of 1%
	For Other Purposes - Not Exceeding 82% of 1%

**On Subdivision Operators**

- Shall be taxed based on the total area of remaining lots titled in the name of the subdivision operator

**Php 0.02475 Per Square Meter**

On owners or operators of privately-owned public market and shopping centers in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	5,000.00	305.80
5,000.00	10,000.00	618.20
10,000.00	20,000.00	1,237.50
20,000.00	30,000.00	1,856.80
30,000.00	40,000.00	2,475.00
40,000.00	50,000.00	3,093.75
50,000.00	60,000.00	3,712.50
60,000.00	70,000.00	4,331.80
70,000.00	80,000.00	4,950.00
80,000.00	90,000.00	5,568.20
90,000.00	100,000.00	6,187.50
100,000.00 or more: <i>For every 1,000.00 or a fraction thereof in excess of Php100,000.00</i>		38.00

On peddlers engaged in the sale of any merchandise or article of commerce as herein below specified, taxes at the rate fixed below:

	Tax per Annum
a) Peddlers of any article or merchandise carried in trucks or any other motor vehicle, per peddler	82.50
b) Peddlers of any article or merchandise carried in a motorized bicycle, tricycle or other motorized	55.00



similar vehicles other than those specified in above	
c) Peddlers of any article or merchandise carried in a cart, caretela or other per vehicles drawn by animals	44.00
d) Peddlers of any article or merchandise carried on bicycle, pedicab or other similar vehicle, per peddler	33.00
e) Peddlers of any article or merchandise carried by person, per peddler	22.00
In addition to the above there is hereby imposed additional tax in the sales of Perfume and other luxury articles in the Amount:	22.00

On private warehouse or bodegas of wholesalers, retailers, exporters or importers

	<b>Tax per Annum</b>
a) With an area of 1,000 sq. m. or more	<b>5,000.00</b>
b) With an area of 700 sq. m. but less than 1,000 sq. m.	<b>4,000.00</b>
c) With an area of 500 sq. m. but less than 700 sq. m.	<b>3,000.00</b>
d) With an area of 300 sq. m. but less than 500 sq. m.	<b>2,000.00</b>
e) With an area of less than 300 sq. m.	<b>1,500.00</b>

On Construction, Contractor

- Thirty percent (30%) of the gross receipts shall be taxable by the City where the principal office is located
- Seventy percent (70%) of the gross receipts shall be taxable by the City where the project office is located

### **FIXED TAX ON OTHER BUSINESS**

***On dealers in fermented liquors, distilled spirits and/or wines;***

	<b>TAX PER ANNUM</b>
1. Wholesale dealers in foreign liquors	1,980.00
2. Wholesale dealers in domestic liquors	990.00
3. Retail dealers in foreign liquors	495.00
4. Retail dealers in domestic liquors	247.50
5. Wholesale dealers in fermented liquors	495.00





6. Retail dealers in fermented liquors	180.00
7. Wholesale dealers in vino liquors	203.50
8. Retail dealers in vino liquors	126.50
9. Retail peddlers of distilled manufactured or fermented liquors	445.50
10. Wholesale peddlers of distilled manufactured or fermented liquors	495.00
11. Retail dealers in tuba, basi and/or tapuy	126.50
12. Liquor servers	550.00

***On dealers in tobacco;***

	<b>TAX PER ANNUM</b>
1. Retail leaf tobacco dealers	<b>126.50</b>
2. Wholesale leaf tobacco dealer	<b>495.00</b>
3. Retail tobacco dealers	<b>126.50</b>
4. Wholesale tobacco dealers	<b>495.00</b>
5. Retail peddlers of tobacco products	<b>126.50</b>
6. Wholesale peddlers of tobacco products	<b>165.00</b>

***On owners or operators of amusement/vending devices;***

	<b>TAX PER ANNUM</b>
1. Each juke box machines	192.50
2. Each Machine Apparatus or Visual Entertainment	99.00
3. Each machine for dispensing or vending soft drinks and any other articles	286.00
4. Each apparatus for weighing person	60.50
5. Each machine or apparatus for printing letters or numbers	77.00
6. Each similar device for vending games of skill or amusement	99.00
7. Each coin operated amusement machine or apparatus	379.50

***On owners or operators of amusement places;***

	<b>TAX PER ANNUM</b>
a) Super clubs, cocktail lounges or bars, beer gardens, pub houses, disco houses, and other similar establishment	4,500.00



b) Cabarets, dance hall or dancing pavilion	3,000.00
c) Skating rinks	1,000.00
d) Bath houses, resort and the likes	800.00
e) Steam baths, saunas, and other similar establishment per cubicle	300.00
f) Billiard and pools halls	
for the first table	130.00
for each additional	50.00
g) Bowling alleys	
Automatic per lane	250.00
Non-automatic	200.00
h) Circuses, carnivals and the likes	
Per day	1,200.00
For the first ten (10) days	100.00
For each day thereafter	20.00
i) Side shows, per booth	
For the first ten (10) days	30.00
For each day thereafter	13.00
j) Merry-go-rounds, roller coasters ferries wheel, swings, shooting galleries, or similar contrivances, per contrivance	
For the first ten (10) days	30.00
For each day thereafter	13.00
k) Theaters, and cinema houses	
a. Itinerant operators per day	30.00
b. with orchestra only and with sitting capacity of less than 500 persons	1,250.00
c. with balcony and orchestra and with sitting capacity of less than 500 persons	1,500.00
d. with balcony and orchestra and with sitting capacity of 500 but less than 1,000 person	2,000.00
e. with balcony and orchestra and with sitting capacity of 1,000 person or above	2,500.00
f. With loge, balcony and orchestra	4,000.00

An additional tax of one hundred percent (100%) of the amounts Prescribed above shall be imposed on air-conditioned theaters and cinema houses.	
I. Boxing stadium, auditoriums, gymnasiums, concert or similar	<b>750.00</b>



halls or similar establishment	
m. Boxing wrestling or martial arts contest, per exhibition	<b>250.00</b>
n. Race tracks for conducting horse races	<b>5,000.00</b>
per racing or fraction thereof	<b>300.00</b>
o. Cockpits, per annum	<b>7,500.00</b>
per ordinary cockfight	<b>15.00</b>
per derby cockfight	<b>30.00</b>
Holding in international derby cockfight, per day	<b>5,000.00</b>
per international derby cockfight	<b>250.00</b>
Holding of local derby cockfight, per day	<b>2,500.00</b>
p. Gun clubs	<b>500.00</b>
q. Judo-karate clubs	<b>250.00</b>
r. Pelota/squash courts per court	<b>250.00</b>
s. Tennis courts, per court	<b>250.00</b>
t. Jai-alai frontons and/or coliseum	
a. With seating capacity of 25,000 persons or more	<b>25,000.00</b>
b. With seating capacity from 15,000 to 24,999 persons	<b>17,500.00</b>
c. With seating capacity from 5,000 to 14,999 persons	<b>12,500.00</b>
d. With seating capacity of less than 5,000 persons	<b>7,500.00</b>
e. Per gaming day on Jai-Alai or fraction thereof	<b>250.00</b>
u. Off-track betting station and Off-fronton, per Station	<b>2,500.00</b>
v. Other amusement places not above	
a. Educational life plan or Memorial Plan Establishment Principal Office	<b>5,500.00</b>
b. For each branch, payable to the City where the branch is located	<b>1,100.00</b>
w. Signboards/Billboards	
a. Billboards or Signboards for advertisement of business per square meter as fraction thereof:	
Single faced twenty pesos	<b>20.00</b>
Double faced thirty pesos	<b>30.00</b>
b. Billboards or sign for professionals, per square meter or fraction thereof:	<b>15.00</b>
c. Billboards, sign or advertisement for business and professionals painted on any building or structure or otherwise separated or detached there from: Per square	<b>18.00</b>



meter thereof	
d. Advertisement for business or professionals by means of slides in monies payable by the advertisement	<b>200.00</b>
e. Advertisement means of vehicles, Billboards rate etc.	
Per day or fraction thereof;	<b>80.00</b>
per week or fractions thereof;	<b>120.00</b>
per month or fraction thereof;	<b>160.00</b>
For the use of electric or neon lights in billboards under paragraphs (a) to (e) above, the amount of P20.00 per square Meter or fraction thereof shall be imposed in addition to the above rates	
MAJHONG TABLE	
A. For the first table	<b>350.00</b>
For each additional table	<b>120.00</b>
B. Stock Markets	<b>10,000.00</b>
C. Boarding houses with accommodations for	
Less than 10 boarders	<b>40.00</b>
11 to 19 boarders	<b>60.00</b>
20 to 39 boarders	<b>80.00</b>
40 or more boarders	<b>100.00</b>
D. Lodging houses with accommodations for:	
Less than 15 lodgers	<b>1,500.00</b>
16 to 24 lodgers	<b>2,500.00</b>
25 or more lodgers	<b>3,000.00</b>
E. Golf links:	<b>5,500.00</b>
Mini golf links (w/less than 9 holes)	<b>1,000.00</b>
F. Driving ranges	
With 20 slots or more	<b>600.00</b>
With 16 to 19 slots	<b>400.00</b>
With 15 to slots or more	<b>300.00</b>
G. Cemeteries and Memorial parks:	
Less than 2	<b>1,000.00</b>
2 to 5 has	<b>1,700.00</b>
more than 5 has	<b>2,000.00</b>
H. Fishponds, fish pens. Or fish breeding grounds, per hectare or	



fraction thereof	<b>30.00</b>
I. Cold storage and refrigeration cases:	
a. Refrigeration or cold storage unit:	
With total storage capacity:	
Not exceeding 5 cu.m.	<b>250.00</b>
Over 5 to 15 cu.m.	<b>400.00</b>
Over 15 to 25 cu.m.	<b>650.00</b>
Over 25 to 35 cu.m.	<b>1,300.00</b>
Over 35 to 50 cu.m.	<b>1,900.00</b>
Over 50 cu.m.	<b>2,500.00</b>
b. Refrigerating cases:	
Less than 5 cu.m.	<b>17.00</b>
Over 5 cu.m.	<b>28.00</b>
J. Lumberyards	
With an area of 500 sq.m. Or less	<b>1,000.00</b>
Over 500 to 1,000 sq.m.	<b>1,300.00</b>
Over 1,000 to 1,500 sq.m.	<b>1,500.00</b>
Over 1,500 to 2,000 sq.m.	<b>2,000.00</b>
Over 2,000 sq.m.	<b>2,500.00</b>
K. Nursery, vocational and other schools not	
Regulated by the Department of Education, Culture and Sport with 5 less students	<b>130.00</b>
Over 5 but not more than 20 students	<b>250.00</b>
L. Dancing schools/driving schools/speed reading/Edp/judo karate, etc.	
With 100 or more students	<b>750.00</b>
With 50 to 99 students	<b>500.00</b>
With 25 to 49 students	<b>400.00</b>
M. Car exchange on consignment basis only:.	
For an enclosure of 500 sq.m. Or less	<b>400.00</b>
For an enclosure of more than 500 sq.m.	<b>500.00</b>
If car exchange are being operated on buying and Selling basis they are covered by the graduated business Tax on retailers, independent wholesalers and distributors	
N. Flammable liquids with flash point at 70 to 200 such as turpentine, thinner prepared paints, diesel oils, kerosene,	



varnish, cleaning solvent, polishing liquids:	
5 to 25 gals.	<b>15.00</b>
26 to 50 gals.	<b>20.00</b>
51 to 100 gals.	<b>30.00</b>
101 to 1,000 gals.	<b>75.00</b>
1,001 to 5,000 gals.	<b>140.00</b>
5,001 to 10,000 gals.	<b>300.00</b>
10,001 to 50,000 gals.	<b>500.00</b>
50,001 to 100,000 gals.	<b>700.00</b>
100,001 to 500,000 gals.	<b>1,200.00</b>
500,001 to 900,000 gals.	<b>2,100.00</b>
900,001 gals.	<b>2,300.00</b>
Flammable liquids with flash point over 200 F when subject to spontaneous ignition or is artificially heated to a temperature equal or higher than its flash point such as petroleum oil, crude oil, others:	
5 to 25 gals.	<b>15.00</b>
26 to 50 gals.	<b>20.00</b>
51 to 100 gals.	<b>30.00</b>
101 to 500 gals.	<b>85.00</b>
501 to 1,000 gals.	<b>170.00</b>
1,001 to 20,000 gals.	<b>300.00</b>
20,001 gals.	<b>450.00</b>
Flammable gases- Acetylene, hydrogen, coal gas, and other flammable in gaseous form, except liquefied petroleum gas and other compressed gases:	
15 to 25 gals.	<b>20.00</b>
26 to 100 gals.	<b>30.00</b>
101 to 500 gals.	<b>60.00</b>
501 to 2,000 gals.	<b>170.00</b>
2,001 to 10,000 gals.	<b>450.00</b>
10,001 to 50,000 gals.	<b>900.00</b>
50,001 to 100,000 gals.	<b>1,300.00</b>
100,001 gals.	<b>2,100.00</b>
<b>Combustible Solids:</b>	
I. Calcium Carbide	



10 but not more than 20 kgs.	<b>35.00</b>
21 but not more than 50 kgs.	<b>50.00</b>
51 but not more than 500 kgs.	<b>90.00</b>
501 but not more than 1,000 kgs.	<b>150.00</b>
1,001 but not more than 5,000 kgs.	<b>170.00</b>
5,001 but not more than 10,000 kgs.	<b>210.00</b>
10,001 but not more than 50,000 kgs.	<b>320.00</b>
50,001 kgs.	<b>430.00</b>
<b>II. Pyrolyxin:</b>	
10 to 50 kgs.	<b>30.00</b>
51 to 200 kgs.	<b>60.00</b>
201 to 500 kgs.	<b>120.00</b>
501 to 1,000 kgs.	<b>210.00</b>
1,000 to 3,000 kgs.	<b>415.00</b>
3,001 to 10,000 kgs.	<b>700.00</b>
10,001 kgs.	<b>1,400.00</b>
<b>Matches:</b>	
25 to 100 kgs.	<b>30.00</b>
101 to 500 kgs.	<b>140.00</b>
501 to 1,000 kgs.	<b>300.00</b>
1,001 to 5,000 kgs.	<b>600.00</b>
5,001 kgs.	<b>900.00</b>
<b>Nitrate, phosphorous, bromine, sodium, picric acid, and hazardous, explosive, corrosive, oxidizing and lachrymatory properties:</b>	
15 to 25 kgs.	<b>30.00</b>
26 to 100 kgs.	<b>45.00</b>
101 to 500 kgs.	<b>110.00</b>
501 to 1,000 kgs.	<b>210.00</b>
1,001 to 5,000 kgs.	<b>315.00</b>
5,001 kgs.	<b>415.00</b>
<b>Shredded combustible materials such as wood Shavings(kusot), waste (estopa), sisal, oakum, and other similar combustible shaving and fine materials:</b>	
50 to 100 cu.ft.	<b>30.00</b>
101 to 500 cu.ft.	<b>85.00</b>



501 to 1,000 cu.ft.	<b>130.00</b>
1,001 to 2,500 cu.ft.	<b>210.00</b>
2,501 cu.ft.	<b>315.00</b>
Tariresin, waxes, copra, rubber coal, bituminous coal, and Similar combustible materials:	
50 to 100 kgs.	<b>35.00</b>
101 to 1000 kgs.	<b>70.00</b>
1001 to 5,000 kgs.	<b>130.00</b>
5,001 kgs.	<b>210.00</b>

### Newly Started Business

- For a newly started business falling above, the tax shall be fixed by the quarter. The initial tax for the quarter in w/c the business starts to operate shall be one half (1/2) of one tenth (1/10) of one percent (1%) of the capital investment, but in case shall it be less than the minimum provided therefore by the pertinent schedule.
- However, in the succeeding quarter or quarters, in case of business opens before the last quarter of the year, the tax shall be based on gross sales/receipts for the preceding quarter at the rate of one half (1/2) of the annual rates fixed in the pertinent schedules of above business tax, as the case may be. In the succeeding years regardless of when the business started to operate, the preceding calendar year, or any fraction thereof, as provided in the pertinent schedule.

## FEES & CHARGES

### *On the operation of business*

	<b>TAX PER ANNUM</b>
1. Dealers in the fermented liquors, distilled spirits and/or wines, except for wine house/cellars	
a. Wholesale dealers in foreign liquor	<b>2,000.00</b>
b. Retailer dealers in foreign liquor	<b>1,300.00</b>
c. Wholesale dealers in domestic liquor	<b>1,000.00</b>
d. Retail dealers in domestic liquor	<b>750.00</b>
e. Wholesale dealers in fermented liquor	<b>1,200.00</b>
f. Retail dealers in fermented liquor	<b>600.00</b>
g. Wholesale dealers in vino liquor	<b>300.00</b>





h. Retail dealers in vino liquor	<b>200.00</b>
i. Retail dealers in tuba, basi and/or tapuy	<b>150.00</b>
j. Wholesale peddlers of distilled, manufactured or fermented liquor	<b>500.00</b>
k. Retail peddlers of distilled, manufactured or fermented liquor	<b>300.00</b>
l. Servers of fermented liquor and local wines	<b>700.00</b>
m. Servers of all kind of liquor	<b>1,200.00</b>
n. Servers of native or local wines only	<b>500.00</b>
<b>2. Dealers in tobacco</b>	
a. Retail leaf tobacco dealers	<b>300.00</b>
b. Wholesale leaf tobacco dealers	<b>400.00</b>
c. Retail tobacco dealers	<b>200.00</b>
d. Wholesale tobacco dealers	<b>400.00</b>
e. Retail peddlers of tobacco	<b>130.00</b>
<b>3. Owners or operators of amusement places/devices</b>	
a. Night clubs/ day clubs	<b>12,000.00</b>
b. Super clubs, cocktail lounges, bar disco-houses, beer gardens and other similar establishment	<b>5,000.00</b>
c. Cabarets, dance halls or dancing pavilion	<b>3,000.00</b>
d. Social clubs/voluntary associations or organizations	<b>2,000.00</b>
e. skating rinks	<b>3,000.00</b>
f. Bath houses, resort and the like per establishment	<b>3,000.00</b>
g. Steam baths, sauna baths and the like, per establishment	<b>8,000.00</b>
h. Billiard halls/ pool halls per table	<b>150.00</b>
i. Bowling establishment	<b>5,000.00</b>
j. Circuses, carnivals, fun houses and the like	<b>5,000.00</b>
k. Merry-go-around, roller coasters, Ferris wheel, or similar contrivances and rivanee or booth	<b>300.00</b>
l. Theaters and cinema houses	
Air-Conditioned	<b>5,000.00</b>
Non air-conditioned	<b>3,500.00</b>
Itinerant operators	<b>300.00/day</b>
m. Boxing arena, auditoriums, gymnasium, concert halls, or establishment	<b>5,000.00</b>
n. Race track establishment	<b>4,000.00</b>



o. Pelota/tennis/squash courts, per court	300.00
p. Jai-alai and/or coliseum establishment	10,000.00
q. Off-track or off-fronton betting stations per station	3,000.00
r. Amusement devices, per device	200.00
s. Mahjong per table	700.00
4. Financial institutions and/or lending institution, pawnshop, banks, Insurance co. and loan associations, investment co., per establishment.	
Main Office	7,000.00
Per Branch	5,000.00
Money shops, per establishment	3,000.00
5. Dealers in securities including foreign exchange dealers	3,000.00
6. Educational life/memorial plans:	
Principal Office	4,000.00
Per branch/agency	3,000.00
7. Subdivision operators	3,000.00
8. Private cemeteries/memorial parks	10,000.00
9. Boarding/lodging houses	2,000.00
10. Dancing schools/judo, karate schools/driving schools/EDP, etc.	2,000.00
11. Nursery, vocational and other schools regulated by the DECS	3,000.00
12. Driving ranges	4,000.00
13. Golf links	3,000.00
14. Mini-Golf links	1,500.00
15. Polo grounds	4,000.00
16. Cockpit	8,000.00
The following permit fees shall be paid by the private detective or security agency, and personal guards or watchmen:	
Agency (Local Office)	600.00
Each detective/guard or watchman	60.00

***On other activities***

	TAX PER ANNUM
1. On delivery trucks or vans to be paid by the manufactures, producers of and dealer in any products regardless trucks or vans	340.00



2. For maintaining window/ display window office	<b>400.00</b>
3. Promoters, sponsors or talent scouts	<b>1,000.00</b>
4. For holdings stage shows or floor/fashion Shows payable by the operator	<b>2,000.00</b>
5. For Maintaining the office of such as Liaison Office, administrative office and or similar office, with an area as follows:	
400 sq.m. Or more	<b>1,500.00</b>
300 sq.m. Or more but less than 400 sq.m.	<b>1,000.00</b>
200 sq.m. Or more but less than 300 sq.m.	<b>800.00</b>
100 sq.m. Or more but less than 200 sq.m.	<b>600.00</b>
50 sq.m. Or more but less than 100 sq.m.	<b>400.00</b>
Less than 50 sq.m.	<b>300.00</b>
6. For operating private ware house or Bodega of wholesalers /retailers and Exporters except those which business is licensed in the locality where such Bodega is located.	<b>1,500.00</b>
7. Cold Storage	<b>600.00</b>
8. Refrigeration Cases	<b>300.00</b>
9. Lumber Yard:	
Class A lumber yard more than 2,000 sq.m.	<b>3,000.00</b>
Class B 1,501 to 2,000 sq.m.	<b>2,000.00</b>
Class C 1,001 to 1,500 sq.m.	<b>1,500.00</b>
Class D 500 to 1,000 sq.m.	<b>700.00</b>
Class E less than 500 sq.m.	<b>500.00</b>
Class F without a yard but with To keep already sawn lumber	
and with office to accept order	<b>300.00</b>



10. Car Exchange on consignment basis	<b>3,000.00</b>
11. Storage and sale of flammable or explosive substances	<b>350.00</b>
12. Peddlers except peddlers of Tobacco and Liquor	<b>300.00</b>
13. Signboards, billboards and other forms of advertisement	<b>300.00</b>
14. House to house promotional sales per salesman/ saleslady	<b>30.00/day</b>
15. Film shootings on location per day	<b>1,000.00</b>
16. Gun Clubs	<b>1,500.00</b>
17. Judo-karate clubs	<b>1,000.00</b>
18. Terminal garage for buses, taxi, and other utility vehicles except those used for house garage	
1. With an area of 1,000 sq.m. Or more	<b>7,000.00</b>
2. With an area of 700 sq.m. Or more but less than 1,000 sq.m.	<b>5,000.00</b>
3. With an area of 500 sq.m. Or more but less than 700 sq.m.	<b>4,000.00</b>
4. With an area of 300 sq.m. Or more but less than 500 sq.m.	<b>3,000.00</b>
5. With an area of less than 300 sq. M.	<b>1,000.00</b>

#### **On the Nature of the Business**

	<b>TAX PER ANNUM</b>
1. Manufactures/Producers:	
(Factory & Office situated in Pasay City: Producing or Manufacturing ;)	
a. Flammable, combustible or explosive substance	<b>10,000.00</b>
b. Non-flammable or non-explosive substance	<b>8,000.00</b>
c. Assorted non-perishable and dry goods merchandise or articles	<b>6,000.00</b>
d. Consumable, perishable including refrigerated goods	<b>4,000.00</b>



(Bakeries, RTW clothes, shoes, leather and other products, delicacies and sweet ham, longanizas, tocino and the like food seasoning, ceramic and clay products, bamboo crafts, scissors and other bladed Picture frame, plastic products, etc.)	<b>8,000.00</b>
(Factory situated in Pasay/Office situated elsewhere):	
Producing or Manufacturing	
1. Flammable, combustible or explosive substance	<b>10,000.00</b>
2. Non-flammable, non-combustible substances	<b>7,500.00</b>
3. Assorted non-perishable and dry & dry goods, merchandise or articles	<b>5,500.00</b>
4. Consumable, perishable including, refrigerated goods	<b>3,500.00</b>
(Office situated in Pasay, factory situated elsewhere):	
1. Flammable, combustible or explosive substance	<b>8,000.00</b>
2. Non-flammable, non-combustible substances	<b>5,500.00</b>
3. Assorted non-perishable and dry & dry goods, merchandise or articles	<b>3,500.00</b>
4. Consumable, perishable including, refrigerated goods	<b>2,500.00</b>
<i>Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products manufactured or produced and twenty (20%) per centum of the respective fees as prescribed for other products Manufactured or produced:</i>	

### **Exporter**

	<b>TAX PER ANNUM</b>
A. (Office and warehouse situated in Pasay): exporting	
1. Flammable, combustible or explosive substance	<b>10,000.00</b>
2. Non-flammable or non-explosive substance	<b>7,500.00</b>
3. Assorted non-perishable and dry goods merchandise or articles	<b>5,500.00</b>
4. Consumable, perishable including refrigerated goods	<b>3,500.00</b>
B. Warehouse situated in Pasay, Office situated elsewhere; exporting;	



1. Flammable, combustible or explosive substance	<b>7,500.00</b>
2. Non-flammable, non-combustible substances	<b>6,000.00</b>
3. Assorted non-perishable and dry & dry goods, merchandise or articles	<b>3,500.00</b>
Manufacturers and producers of cigars and cigarettes including Distillers, Rectifiers, Repackers of wines and compounders spirits or wines and brewers or fermented liquors:	
1. Factory and Office situated in Pasay	<b>10,000.00</b>
2. Factory situated in Pasay, office is situated elsewhere	<b>7,500.00</b>
3. Office situated in Pasay factory elsewhere	<b>5,500.00</b>
<i>Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products exported and twenty (20%) per centum of the respective fees as prescribed for other product.</i>	

**Other small retailers:**

	<b>TAX PER ANNUM</b>
Candys Stands: newspaper and magazines stand; peanuts; fruits and vegetables stands	<b>500.00</b>
1. Sari-sari store - Main St.	<b>500.00</b>
Sari-sari store- Interior	<b>100.00</b>
2. Retailer Fish and seafood's, Meat & Pork Dealers	<b>700.00</b>
3. Retailer Rice and corn	<b>400.00</b>
4. Retailer Poultry products	<b>400.00</b>
5. Restaurant & Eateries, Soda Fountains, Bars, Carenderias & Independent eateries:	
a. Restaurant & eateries Offering to the Public International meals or menu	<b>5,000.00</b>
b. Restaurant & eateries offering to the Public Native meals or Menu	<b>4,000.00</b>
c. Restaurant & Eateries offering to the Public regular & special	



meals including foods already cooked & served at price	<b>2,000.00</b>
d. Ice-cream parlors, soda Fountains, Bars & others Restaurant parlors	<b>1,000.00</b>
e. Cafes & Cafeteria	<b>800.00</b>
f. Independent Eateries	<b>500.00</b>
g. Carinderia	<b>300.00</b>

**Service Establishments:**

	<b>TAX PER ANNUM</b>
A. General building contractor as	
Classified by contractors accreditation board:	
Class A	<b>4,000.00</b>
Class B	<b>3,000.00</b>
Class C	<b>2,000.00</b>
B. Building maintenance Contractors demolition; filling & salvage contractors, Electrical light or gas system installer of engineering (General and specialty contractors; or operation of heavy equipment; light bulldozers & tractor, who make them available to other considerations; landscaping contractor, interior decorating services, janitorial services, saw mill under contract saw or cut log belongings to other towing services; installation of water system.	<b>4,000.00</b>
C. Advertising agencies, booking offices, for the film exchange; booking offices for transportations or commission basic business management services; cinematographic film owners lessor or distributors commercial or immigration service's custom brokerages feasibility studies; consultancy services; insurances agencies; adjusters/brokerages management consultant not subject to occupation tax: mercantile agencies; messengerial services; real estate brokerage; shipping agencies; travel agencies	<b>3,000.00</b>
D. Gasoline services/ Filling stations;	
1. Having an area of 1,500 sq.m. Or more	<b>4,000.00</b>
2. Having an area of 1,000 but less than 1,500 sq.m.	<b>2,000.00</b>
3. Having an area of 1,000 or less	<b>2,000.00</b>



4. Curbs pumps & filling Stations	<b>1,000.00</b>
5. Services stations waxing & greasing motor vehicles	<b>200.00</b>
E. Smelting Plants	
1. Principal offices and plant situated in Pasay	<b>6,000.00</b>
2. Plant in Pasay, principal office situated elsewhere	<b>4,000.00</b>
3. Principal office situated in Pasay plant situated elsewhere	<b>3,000.00</b>
F. Steam Laundry	<b>3,000.00</b>
G. Video coverage	<b>2,000.00</b>
H. Stevedoring Services (office only)	<b>2,000.00</b>
I. Watch Repair Center exclusively manufactured watches	<b>2,000.00</b>
J. Business agent	<b>1,500.00</b>
K. Ordinary watch repair shop	<b>300.00</b>
L. Plant, maintenance or Rent-a-plant offering to rent	<b>1,500.00</b>
M. Stable for racing horses:	
1. For the first Stable	<b>500.00</b>
2. For every stable Thereafter	<b>300.00</b>
N. Rental of video tapes, Furniture's, sound system, etc.	<b>1,000.00</b>
Rent-a-car	<b>4,000.00</b>
O. Parking Area :	
1. Less than 300 sq.m.	<b>400.00</b>
2. 300 sq.m. Or more but less than 500 sq.m.	<b>600.00</b>
3. 500 sq.m. Or more but less than 1,000 sq.m.	<b>1,000.00</b>
4. 1,000 sq.m. Or more but less than 2,000 sq.m.	<b>2,500.00</b>
5. 2,000 sq.m. Or more	<b>4,500.00</b>
P. Escort Services	<b>2,000.00</b>
Q. Warehouse or Bodegas;	
1. Less than 50 sq.m.	<b>700.00</b>
2. 50 sq.m. Or more but less than 100sq.m.	<b>1,000.00</b>
3. 100 sq.m. Or more but less than 2000 sq.m.	<b>2,500.00</b>
R. Stock market	<b>10,000.00</b>
S. Stock brokers with trading seats in a stock Exchange Situated in This city	<b>2,000.00</b>
T. Stocks broker with trading seats in a stock exchange Situated elsewhere	<b>600.00</b>
U. Gold and Silversmiths	<b>600.00</b>
V. Lathe Machines	<b>600.00</b>





W. Funeral Services:	
1. Funeral Establishment Owning and maintaining Memorial Parks	<b>4,000.00</b>
2. Independent Funeral Services	<b>2,000.00</b>
X. Medical & Dental Laboratories:	
1. Assaying Laboratories	<b>400.00</b>
2. Veterinary Clinic	<b>500.00</b>
aa. School for polo players and/or horseback riding academy	<b>600.00</b>
bb. Slendering and body, Building saloons, Massages and therapeutic Clinic	<b>4,000.00</b>
cc. Animal Hospital	<b>4,000.00</b>
dd. Recruitment or job placement services	<b>3,000.00</b>
ee. Motor repairs and painting shops; perm press; dying establishment	<b>3,000.00</b>
ff. Photographic studio, Sophisticated photographic Equipment	<b>1,000.00</b>
gg. Ordinary photographic studios	<b>500.00</b>
hh. Silk screen of t-shirts	<b>100.00</b>
ii. Shoe shine stands	<b>100.00</b>
jj. Vaciador shops	<b>100.00</b>
kk. Bicycle rentals	<b>500.00</b>
ll. Other independent contractor (Juridical or natural not included among those subject to occupational tax	<b>500.00</b>
mm. Inspection services for incoming & outgoing cargoes	<b>3,000.00</b>
nn. Indentors	<b>2,000.00</b>
oo. Lighterage services	<b>2,000.00</b>
pp. Lithographers	<b>2,000.00</b>
qq. Mine drills	<b>2,000.00</b>
rr. Recopying or duplicating Services like plastic lamination, Photo static white/blue printing, Xerox, typing mimeographing services:	
1. For the first recopying or duplicating machine	<b>300.00</b>
2. For every duplicating or recopying machine thereafter	<b>200.00</b>
3. Plastic lamination or Mimeo graphic machine	<b>400.00</b>
4. Photo static and blue printing Machine	<b>700.00</b>



5. Xerox machine	200.00
6. Typing Services (manual)	100.00
7. Typesetting services	600.00
ss. Roasting pigs & fowls	500.00
tt. Shipyard for repairing of ships (office only)	3,000.00
uu. Tailor shops, dress shops:	
1. For the first sewing machine	200.00
2. For every sewing machine thereafter	100.00
vv. Beauty Parlors	
1. For the first beauty	300.00
2. For every beauty parlor equipment thereafter	200.00
3. Beauty Parlor without equipment	100.00
ww. Wood carving shops	500.00
xx. Hatters and millines shops	500.00
yy. Barber shops:	
1. For the first tonsorial seat	300.00
2. for every tonsorial thereafter	200.00
aaa. Upholstery shops	400.00
bbb. Vulcanizing shops	300.00
ccc. Tire recapping plants	3,000.00
ddd. Real estate Developers	3,000.00

**On Owners or Operators of:**

	TAX PER ANNUM
Amusement vending devices:	
1. Each Jukebox machine	300.00
2. Each machine or apparatus of visual entertainment	150.00
3. Each apparatus for weighing persons	100.00
4. Each machine for dispensing or vending soft drinks and any articles	300.00
5. Each Machine or apparatus for printing letters or numbers	200.00
6. Each similar device for vending games of skills or family computer	200.00
7. For each coin operated amusement machine or apparatus	500.00
8. Printing Press	500.00



9. Publishers	600.00
10. Both (printing & publishers)	1,000.00
11. Grocery	700.00
12. General merchandise	700.00

**On Owners or Operators of:**

	<b>TAX PER ANNUM</b>
Hotels, as classified by the government authority:	
a. Hotel de Luxe	9,000.00
b. Hotel first class	8,000.00
c. Hotel Standard	5,000.00
d. Hotel Economy	3,000.00
e. Apartelle (combination of a hotel and apartment)	4,000.00
f. Pension house	3,000.00
Real Estate Dealers;	
a. Subdivision operators	5,000.00
b. Other real estate dealers	3,000.00
Real Estate Lessors:	
a. Commercial Buildings :	
1. Less than three (3) stories	2,000.00
2. Three (3) stories or more but less than ten (10) stories	4,000.00
3. Ten (10) stories or more	5,000.00
b. Residential Building:	
1. Less than three (3) stories	700.00
2. Three (3) stories or more but less than ten (10) stories	3,000.00
3. Ten (10) stories or more	5,000.00
Commercial Apartment:	
1. Less than 3 doors	400.00
2. Three (3) doors or more but less than ten (10) doors	700.00
3. Ten (10) doors or more	3,000.00
4. House for rent with garage and/or swimming pools	3,000.00
5. House for rent without garage or swimming pools	2,500.00
6. House for rent with common kitchen and comfort facilities	500.00



7. Boarding House	<b>700.00</b>
8. Lodging House	<b>500.00</b>
9. Boarding and Lodging House	<b>2,000.00</b>
Privately Owned Public Market	
1. For the first ten (10) stalls	<b>3,000.00</b>
2. For the next number of stalls	<b>300.00/stall</b>
Privately Owned Super Markets	
Class A	<b>10,000.00</b>
Class B	<b>7,000.00</b>
Class C	<b>4,000.00</b>
All occupations or calling subject to periodic inspection, surveillages and/ or regulations by the City Mayor Shall pay an Annual Fee of:	
a. Hospitality girls, Hostesses, attendants, Taxi-dancers, bartenders, club floor managers	<b>100.00</b>
b. Receptionist, waiters, waitresses, cooks, chambermaids	<b>60.00</b>
c. Barbers, beauticians, butchers, forensic experts, animal trainers, Timer, bondman, criminologist, electricians, fortune tellers, hair stylist, hand writing experts, hospital attendants, life guards, make-up artists, mechanics, photographers, (iteneract), private ballistic expert rig drivers, (cochero), plumbers, sales ladies or calling of the same or similar category etc.	<b>40.00</b>

#### Mayor's Permit Fees for Newly Started Business

- Shall be 1/10 of One percent (1%) of the capital investment. Provided, that, on business with principal offices maintaining or operations branch or sales office the following permit fees per branch shall be composed:

<b>With Capital of:</b>	<b>Principal Offices With this City</b>	<b>Principal Offices Outside this City</b>
Below PHP 1 Million or over	PHP 200.00/branch	PHP 300.00/branch
PHP 1 Million or over but less than P 10 million	400.00/branch	500.00/branch
PHP 10 Million or over but less than P 50 Million	700.00/branch	800.00/branch
PHP 50 Million or over	1,000.00/branch	1,200.00/branch



### Sanitary inspection Fee

Every owner, operator of business, industrial, commercial, or agricultural establishment, accesoria, building or house for rent shall secure sanitary certificate or permit for the purpose of supervision and enforcement of existing rules and regulations on sanitation and safety of the public

<b>LINE OF BUSINESS</b>	<b>TAX PER ANNUM</b>
A) Airline and/or shipping companies	<b>1,000.00</b>
B) Financial institutions such as banks, pawnshops, money shops, insurance company dealers, securities and dealers	
Main Office	<b>700.00</b>
Every branch thereof	<b>500.00</b>
C) Gasoline services/filling stations	<b>1,000.00</b>
D) Private hospitals, animal hospital	<b>1,500.00</b>
E) Medical/Dental clinic	<b>700.00</b>
F) Dwellings and spaces for rent;	
1. Hotels per room accommodation	<b>100.00</b>
2. Building per office/ residential space	<b>80.00</b>
3. Apartelles, pensions, drive-inns motel, per room accommodation	<b>50.00</b>
4. Commercial apartments, per space/unit	<b>80.00</b>
5. Residential apartment, per space/unit	<b>50.00</b>
6. Dormitories, lodging or boarding houses, per boarder accommodation	<b>50.00</b>
7. Residential houses for rent per house;	
a) With garage and/or swimming pools	<b>500.00</b>
b) Without garage and/or swimming pools	<b>300.00</b>
c) With rooms occupied by different tenants with common kitchen and/or comfort facilities	<b>200.00</b>
G) Institutions of learning, per room teaching	<b>50.00</b>
H) Media facilities	<b>50.00</b>
I) Telegraphs, teletypes, cable and wireless communication companies	
Main Office	<b>700.00</b>
Branch office	<b>400.00</b>
J) Telephone, electrical and power companies	



Main Office	<b>1,000.00</b>
Every branch	<b>400.00</b>
Telephone/electric power plant	<b>400.00</b>
K) Administrative office, display office and/or offices of professionals	<b>100.00</b>
L) Peddlers	<b>30.00</b>
M) Lending investors	<b>400.00</b>
N) All other business, industrial, commercial, agricultural establishments	
not specifically mentioned above:	
With an area of 1,000 sq.m or more	<b>700.00</b>
500 or more but less than 1,000 sq.m	<b>600.00</b>
200 or more but less than 500 sq.m	<b>500.00</b>
100 or more but less than 200 sq.m	<b>400.00</b>
50 or more but less than 100 sq.m	<b>300.00</b>
25 or more but less than 50 sq.m	<b>200.00</b>
Less than 25 sq.m	<b>100.00</b>

### **Garbage Service Charge Rate**

	<b>TAX PER ANNUM</b>
For every floor of building where the business is located with an aggregate area of;	
1,000 sq.m. or more	<b>2,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>1,500.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>1,000.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>800.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>600.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>400.00</b>
Less than 25 sq.m	<b>200.00</b>

1) Manufacturer, producers, and processors;	
Factory with an aggregate area of	
1,000 sq.m. or more	<b>7,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>5,000.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>3,500.00</b>



100 sq.m. or more but less than 200 sq.m.	<b>2,300.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>2,000.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>600.00</b>
Less than 25 sq.m	<b>350.00</b>
2) Principal/branch or sales office with and aggregate area of	
<i>Factory in within same locality:</i>	
1,000 sq.m. or more	<b>3,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>2,500.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>1,500.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>1,000.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>800.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>400.00</b>
Less than 25 sq.m	<b>150.00</b>
<i>Factory outside the locality:</i>	
1,000 sq.m. or more	<b>3,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>2,300.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>1,800.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>1,300.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>1,000.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>500.00</b>
Less than 25 sq.m	<b>150.00</b>
Exporter/importer	<b>2,000.00</b>
3) Brewers, distillers, compounders & eating	
with an aggregate area of	
1,000 sq.m. or more	<b>6,500.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>4,500.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>3,300.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>2,200.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>1,800.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>800.00</b>
Less than 25 sq.m	<b>350.00</b>
4) Carenderia	<b>200.00</b>
5) Owner or operator of business establishment rendering Services Business offices of general contractor (Bldg Specially Engineering) manpower service/employment agencies with <i>An aggregate area of:</i>	



1,000 sq.m. or more	<b>4,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>3,000.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>2,500.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>1,600.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>800.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>400.00</b>
Less than 25 sq.m	<b>150.00</b>

	<b>TAX PER ANNUM</b>
<i>Other contractors/business establishment engaged in rendering services, printers and publishers with an aggregate area of:</i>	
1,000 sq.m. or more	<b>7,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>4,000.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>3,000.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>2,500.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>1,600.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>800.00</b>
Less than 25 sq.m	<b>200.00</b>
<i>Independent wholesalers, dealers, distributors, repackers &amp; retailers with an aggregate area of:</i>	
1,000 sq.m. or more	<b>5,500.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>4,300.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>2,800.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>2,300.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>1,000.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>700.00</b>
Less than 25 sq.m	<b>150.00</b>
6) Air craft and watercraft companies	
<i>Main Office</i>	<b>6,000.00</b>
<i>For every branch office</i>	<b>3,000.00</b>
7) Amusement places	
<i>Amusement centers and establishment w/ coin operated machines, appliances, amusement rides and shooting galleries, sideshow booths and other similar establishment with contrivances for the amusement of customers per contrivance</i>	<b>20.00</b>





a. Billiard and or pool halls per table	<b>15.00</b>
b. Bowling establishment	
Automatic per lane	<b>30.00</b>
Non-Automatic per lane	<b>20.00</b>
c. Casinos	<b>1,500.00</b>
d. Circuses, carnivals & the likes	<b>400.00</b>
e. Cockpits	<b>800.00</b>
f. Mahjong per table	<b>30.00</b>
g. Golf links &/or ranges	<b>600.00</b>
h. Gymnasium	<b>80.00</b>
i. Membership clubs, association or organization	
Serving foods, drinks & lodging facilities	<b>600.00</b>
Serving foods, drinks w/out lodging facilities	<b>300.00</b>
j. Night/day clubs, discos and other similar establishment	
Night Clubs	<b>880.00</b>
Day clubs	<b>500.00</b>
Cocktail lounge, bars, beer garden discos & karaoke	<b>300.00</b>
Cabarets/dance halls	<b>250.00</b>
k. Race tracks, jai-alai, fronton, coliseum, similar establishment	<b>750.00</b>
For every off-tracks and/or off-fronton betting center	<b>150.00</b>
l. Resort or other similar establishment	<b>150.00</b>
m. Sauna bath & massage clinic per cubicles	<b>50.00</b>
n. Skating rink	<b>150.00</b>
o. Studios, sports complexes	<b>400.00</b>
p. Theaters or cinemas with seating capacity of	
More than 2,000 persons	<b>450.00</b>
More than 500 to 2,000 persons	<b>300.00</b>
Less than 500 persons	<b>150.00</b>
q. Pelota courts, tennis courts & other similar nature	<b>40.00</b>
8) Electric and power companies	
<i>Main Office and/or each power plant</i>	<b>1,800.00</b>
<i>Every branch office thereof</i>	<b>750.00</b>
9) Financial institution	



1. Banks	
a) Commercial bank (main office)	<b>750.00</b>
every branch thereof	<b>225.00</b>
b) Savings bank (main office)	<b>300.00</b>
every branch thereof	<b>75.00</b>
c) Rural banks	<b>150.00</b>
2. Savings & loan association, insurance companies, pawnshop	
a) Main office	<b>300.00</b>
b) Every branch thereof	<b>75.00</b>
3. Financial and/or lending investors establishment, money shops	
a) Main office	<b>300.00</b>
b) Every branch thereof	<b>75.00</b>
10) Gasoline services/filling stations	
1. Having an area of 1,500 sq. mtrs. Or more	<b>225.00</b>
2. Having an area of more than 1,000 but less 1,500sq. mtrs.	<b>187.00</b>
3. Having an area of 1,000 sq. mtrs. Or less	<b>150.00</b>
4. Curfs pumps and selling station	<b>112.00</b>
11) Private hospitals and medical clinics with bed capacity of	
1. More than 500 persons	<b>750.00</b>
2. 301 to 500 persons	<b>630.00</b>
3. 151 to 300 persons	<b>540.00</b>
4. 101 to 150 persons	<b>375.00</b>
5. 76 to 100 persons	<b>315.00</b>
6. 51 to 75 persons	<b>225.00</b>
7. 25 to 50 persons	<b>120.00</b>
8. Less than 25 persons	<b>75.00</b>
Animal hospital and others	<b>150.00</b>
12) Institution of learning	
Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows:	
1. 50,000 students or more	<b>1,200.00</b>
2. 30,000 or more but less than 50,000 students	<b>975.00</b>
3. 20,000 or more but less than 30,000 students	<b>675.00</b>



4. 10,000 or more but less than 20,000 students	<b>375.00</b>
5. 5,000 or more but less than 10,000 students	<b>225.00</b>
6. 1,000 or more but less than 5,000 students	<b>75.00</b>
7. Below 300 students	<b>37.50</b>

### **Garbage service fees on multiple business**

Where there are two or more kinds of business subject to the garbage service fees, conducted in the same place or place or establishment by the same owner or operator, the charges by the same owner or operator, the charges to be collected shall be that which has the highest rate among the business concerned plus twenty five percent (25%) thereof, provided that the total garbage fee shall not exceed seven thousand two hundred pesos (P7,200.00) per annum

Newly Established Business

*Computed proportionately to the quarterly charge*

## **143. Oplan Bantay Rabies Program**

Aside from conducting information dissemination re: responsible pet ownership and in line with its Oplan Bantay Rabies Program, the Office also administers free anti-rabies immunization to dogs at least three (3) months old.

<b>Office or Division:</b>	City Veterinarian's Office (CVO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Barangay Officials, NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original)		Barangay Officials, NGOs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide assistance in terms of registration of pets during the scheduled date of vaccination activity at the specified area in	1. Manage the registration of pets during the scheduled date of vaccination activity; administer anti-rabies immunization to	None	4 Hours	DR. RONN KRISTIAN S. BERNASOR, <i>City Veterinarian II</i> (CVO)  ANGELITO W. INOCENTES <i>Pound Keeper II/</i> <i>Vaccinator</i> (CVO)



the barangay.	pets; and issue certificates to pet owners.			<p>MELCHOR M. CAJAYON <i>Pound Keeper I/ Vaccinator (CVO)</i></p> <p>SHERWIN V. TABIOS <i>Pound Keeper I/ Vaccinator (CVO)</i></p> <p>LEONARD G. LIZARDO, <i>Administrative Aide IV/Vaccinator (CVO)</i></p> <p>RONALD E. BAUTISTA <i>Administrative Assistant IV/Vaccinator (CVO)</i></p>
<b>TOTAL:</b>		None	4 Hours	

#### 144. Patient's for Hospital Admission

Patient/s may be admitted at the Pasay City General Hospital upon doctor's advice per result of the medical diagnosis.

<b>Office or Division:</b>	Emergency Room (ER) Department, Pasay City General Hospital (PCGH)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly accomplished Physician's Admission Slip (1 original)		Emergency Room, PCGH and OPD  Attending Physician
- Physician Admission Slip - Information/details to be included in the Physician's Admission Slip		
Philhealth ID Card (if applicable) (1 original)		Philhealth Office
4P's ID Card (if applicable) (1 original)		Pasay City Social Welfare and Development



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Admitting Section of PCGH and present the Admission Order of the patient, state your medical concerns.	1. Accomplish patient data sheet.  1.1 Conduct patient interview.  1.2 Secure patient's/ guardian signature for the admission consent form.  1.3 Check Philhealth Membership of the patient.  1.4 Issue Admitting Slip to the patient.	None	10 Minutes	ROSEMARIE S. CASTAÑEDA <i>Administrative Assistant II/Admitting Clerk</i> (PCGH)  RICHARD D. MARCHADESCH <i>Administrative Aide I/Admitting Clerk</i> (PCGH)
2. Present Admitting Slip at the ER Nurse's desk of the PCGH.	2. Accept admitting slip and attach the doctor's order.  2.1 Endorse to ward nurse and instruct orderly to transfer the patient to the designated ward.	None	2 Hours	JAWAHER D. AHMED <i>Nurse II</i> (PCGH)  RICARDO P. BONUS <i>Nursing Attendant I/Orderly</i> (PCGH)
<b>TOTAL:</b>		None	2 Hours and 10 Minutes	



## 145. Patient's for Hospital Discharge

Patient/s subject for discharge at the Pasay City General Hospital upon doctor's advice may avail this service.

<b>Office or Division:</b>	ER Department, Pasay City General Hospital (PCGH)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Discharge Clearance Slip (1 original)		Emergency Room, PCGH		
4P's ID Card (1 original) (if applicable)		Pasay City Social Welfare and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Discharge Clearance Slip from the ER desk/room of the PCGH.	1. Sign Discharge Clearance slip.	None	15 Minutes	ARVEE A. VENGCO <i>Nurse I</i> (PCGH)
2. Proceed to the Billing Section for the assessment of fees.	2. Compute ER charges and issue order of payment	None	5 Minutes	MANUEL D. ABAD <i>Administrative Aide I/Billing Clerk</i> (PCGH)  CYNTHIA B. BARCENA <i>Nursing Attendant I/Billing Clerk</i> (PCGH)
3. Proceed to the Cashier Section for the payment of fees.	3. Issue Official Receipt (OR) and Discharge Clearance Slip to the client.	Please refer to the table of fees below.	5 Minutes	ANTONIO P. TAPEL <i>Administrative Officer III/Cashier</i> (PCGH)  DORIS C. BANTA <i>Administrative Aide IV/Collecting Clerk</i> (PCGH)
4. Present Discharge Clearance Slip to	4. Validate the presented clearance and	None	5 Minutes	RECHIE ANN T. ABAD <i>Nurse I</i> (PCGH)



the ER Nurse Station.	discharge the patient thereafter.			
<b>TOTAL:</b>		Please refer to the table of fees below.	30 Minutes	

### SCHEDULE OF FEES

#### HEMATOLOGY

LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding Time)	PHP 20	PHP 15
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbA1c	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

#### CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

#### BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20



BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile (HDL/LDL/VLDL)	PHP 250	PHP 100
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70

<b>LABORATORY WORK UP</b>	<b>PRIVATE</b>	<b>CHARITY</b>
Potassium (K+)	PHP 150	PHP 70
Chloride (Cl)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

### **BLOOD BANK SEROLOGY**

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600





## **RADIOLOGY SCHEDULE OF FEES**

<b>X-RAY &amp; OTHER RADIOLOGIC PROCEDURE</b>	<b>PRIVATE</b>	<b>CHARITY</b>
Skull Ap/Lat	PHP 80	PHP 80
Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
T M J	PHP 90	PHP 80
<b>X-RAY &amp; OTHER RADIOLOGIC PROCEDURE</b>	<b>PRIVATE</b>	<b>CHARITY</b>
Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
KUB	PHP 110	PHP 75
Abdomen Supine & Uprite	PHP 180	PHP 150
Thoracic Cage (T-Cage)	PHP 130	PHP 100
Lumbo-Sacral w/ both oblique	PHP 100	PHP 80
Pelvic Bone (Hips)	PHP 140	PHP 110
All Extremities	PHP 90	PHP 60

## **SPECIAL PROCEDURE**

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
I V P	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysterogram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystology	PHP 300	PHP 150



## ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600
Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400

PROCEDURE	PASAY	NON-PASAY
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250
Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250
Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250

## CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500



Oropharyngeal CT	PHP 4,000
Facial CT with 3D Reformatting	PHP 4,500
Neck CT (Plain)	PHP 3,000
Neck CT (with Contrast)	PHP 5,000
CT of the Whole Abdomen (Plain)	PHP 6,000
CT of the Whole Abdomen (with Contrast)	PHP 7,500
CT of the Upper Abdomen (Plain)	PHP 3,500
CT of the Upper Abdomen (with Contrast)	PHP 5,000
CT of the Upper Abdomen (with Triple Contrast)	PHP 8,000
CT of the Lower Abdomen (Plain)	PHP 3,500
CT of the Lower Abdomen (with Contrast)	PHP 5,000
CT Stonogram	PHP 3,500
CT Urogram	PHP 7,000
CT Extremities	PHP 3,000
Thoracic/Chest	PHP 3,000
Spine	PHP 3,500
Pelvis	PHP 3,500

**NOTE:**

*Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.*

**CT-SCAN CONSUMABLES CHARGES (AS NEEDED)**

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80
Foley Catheter	PHP 56
Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

**MAMMOGRAPHY SECTION**

<b>Pasay Resident</b>	PHP 600
Breakdown:	
Hospital Charge	PHP 500
Reading Fee for Doctor	PHP 100
<b>Non-Pasay Resident</b>	PHP 1,000



Breakdown:	
Hospital Charge	PHP 800
Reading Fee for Doctor	PHP 200

## 146. Payment of Business Taxes (New or Renewal)

Business establishments are required to pay business taxes and other regulatory fees annually at the City Treasurer's Office. Renewal period is from January 1 to 20 of each year. For new business permit, computation is based on capitalization, while renewal is computed based on the percentage of sales or gross sales.

<b>Office or Division:</b>	City Treasurer's Office (CTO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	Business Owners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>New Application</b>		
<b>Principal:</b>		
Duly Accomplished Declaration Form of Capitalization/Gross/Sales Receipts		
- Declaration Form	CTO	
- Details of the Form	Business Owner	
Certificate of Business Name Registration, if applicable (1 photocopy)	Department of Trade and Industry	
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission	
Proof of right over the lot/property where the business is located (1 photocopy)		
a. Real Property Tax (if owned)	CTO	
b. Lease of Contract (if not owned)	Lessor	
Memorandum of Agreement for Accounting Firm/Consultancy/Law Firm (1 photocopy)	Concerned Accounting/Consultancy/Law Firm	
<b>Representative:</b>		
Duly Accomplished Declaration Form of Capitalization/Gross/Sales Receipts		
- Declaration Form	CTO	
- Details of the Form	Business Owner	
Special Power of Attorney (SPA) or Notarized Authorization Letter (1 original and 1 photocopy)	Business Owner	
Government issued Identification Card of the person represented and the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO	



representative (1 original and 1 photocopy)	
Certificate of Business Name Registration, if applicable (1 photocopy)	Department of Trade and Industry
Certificate of Incorporation, if applicable (1 photocopy)	Securities and Exchange Commission
Proof of right over the lot/property where the business is located (1 photocopy) a. Real Property Tax (if owned) b. Lease of Contract (if not owned)	CTO Lessor
Memorandum of Agreement for Accounting Firm/Consultancy/Law Firm (1 photocopy)	Concerned Accounting/Consultancy/Law Firm
<b>Renewal</b>	
<b>Principal:</b>	
Duly Accomplished Declaration Form of Capitalization/Gross/Sales Receipts - Declaration Form - Details of the Form	CTO Business Owner
Previously issued Business Permit and its corresponding Official Receipt (1 Photocopy)	BPLO/CTO
Proof of right over the lot/property where the business is located (1 photocopy) - Real Property Tax (if owned) - Lease of Contract (if not owned)	CTO Lessor
Income Tax Return/VAT Return/Book of Accounts/POS	Bureau of Internal Revenue
<b>Representative:</b>	
Duly Accomplished Declaration Form of Capitalization/Gross/Sales Receipts - Declaration Form - Details of the Form	CTO Business Owner
Special Power of Attorney (SPA) or Notarized Authorization Letter (1 original and 1 photocopy)	Business Owner
Government issued Identification Card of the person represented (Business Owner) (1 original and 1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Government issued Identification Card of the representative (1 original and 1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Previously issued Business Permit and its	BPLO and CTO



corresponding Official Receipt (1 Photocopy)				
Proof of right over the lot/property where the business is located (1 photocopy) - Real Property Tax (if owned) - Lease of Contract (if not owned)		CTO Lessor		
Income Tax Return/VAT Return/Book of Accounts/POS		Bureau of Internal Revenue		
<b>TAXPAYER STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Declaration Form of Capitalization/ Gross/Sales Receipts together with complete requirements at the License Division, CTO.	1. Check the completeness and veracity of submitted requirements; approve/sign tax payer's declaration form of capitalization/ gross/sales receipts; and issue the said form to the taxpayer.	None	3 Minutes	EVANGELINE G. MORALES LTOO IV (CTO)
2. Present approved/signed declaration form of capitalization/ gross/sales receipts at the Assessment Unit, CTO.	2. Print, sign and release Tax Bill to the taxpayer.	None	3 Minutes	ANNETTE M. NAPALA LTOO II (CTO)
3. Present Tax Bill to assigned teller at the payment counter of the CTO, and pay business tax	3. Issue official receipt to the taxpayer.	<i>Please refer to the table of fees below</i>	5 Minutes	<i>Business Tax Tellers 5 – 12 (CTO)</i>



due.				
<b>TOTAL:</b>		None	11 Minutes	

#### QUARTERLY DEADLINE OF PAYMENT:

<b>1<sup>st</sup> Quarter</b>	On or before January 20
<b>2<sup>nd</sup> Quarter</b>	On or before April 20
<b>3<sup>rd</sup> Quarter</b>	On or before July 20
<b>4<sup>th</sup> Quarter</b>	On or before October 20

#### TAXES, FEES AND CHARGES

- Business taxes and other regulatory fees are computed based on the nature of business and the declared gross sales for the succeeding year.
- Penalties are imposed on business and commercial establishments that fail to renew during the prescribed period.

#### TAX ON BUSINESS

F. On Manufacturers, Assemblers, Importers, Repackers, Processors, Brewers, Distillers, Rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following Schedule:

G. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0.00	10,000.00	272.80
10,000.00	15,000.00	363.00
15,000.00	20,000.00	498.30
20,000.00	30,000.00	726.00
30,000.00	40,000.00	1,089.00
40,000.00	50,000.00	1,361.80
50,000.00	75,000.00	2,178.00
75,000.00	100,000.00	2,722.50
100,000.00	150,000.00	3,630.00
150,000.00	200,000.00	4,537.50
200,000.00	300,000.00	6,352.50
300,000.00	500,000.00	9,075.00
500,000.00	750,000.00	13,200.00
750,000.00	1,000,000.00	16,500.00
1,000,000.00	2,000,000.00	22,687.50
2,000,000.00	3,000,000.00	27,225.00
3,000,000.00	4,000,000.00	29,370.00



4,000,000.00	5,000,000.00	38,115.00
5,000,000.00	6,500,000.00	40,219.00
6,500,000.00	and above	Not Exceeding 55% of 1%

On Wholesalers, Distributors, or Dealers in any article of commerce or whatever kind or nature, in accordance with the following schedule:

H. With Gross Sales for the preceding Calendar Year:

I.

FROM	TO LESS THAN	ANNUAL TAX
0	1,000.00	29.70
1,000.00	2,000.00	53.90
2,000.00	3,000.00	82.50
3,000.00	4,000.00	118.80
4,000.00	5,000.00	165.80
5,000.00	6,000.00	200.20
6,000.00	7,000.00	236.50
7,000.00	8,000.00	272.80
8,000.00	10,000.00	308.00
10,000.00	15,000.00	363.00
15,000.00	20,000.00	453.20
20,000.00	30,000.00	544.50
30,000.00	40,000.00	726.00
40,000.00	50,000.00	1,089.00
50,000.00	75,000.00	1,633.50
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,085.50
150,000.00	200,000.00	3,993.00
200,000.00	300,000.00	5,445.00
300,000.00	500,000.00	7,260.00
500,000.00	750,000.00	10,890.00
750,000.00	1,000,000.00	14,520.00
1,000,000.00	2,000,000.00	16,500.00
2,000,000.00	and above	Not exceeding 82.5% of 1%

On Essential commodities - For exporters, millers, manufacturers, producers,





wholesaler, distributor, dealers of retailers.

8) Rice and corn;	Rate not exceeding Fifty Percent (50%) of the rates prescribed in A, B and D
9) Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products, whether in their original states or not;	
10) Cooking oil and cooking gas	
11) Laundry soap, detergents and medicine, Agricultural implements, equipment and post have facilities, fertilizers, pesticides, insecticides, herbicides, and other farm inputs;	
12) Poultry and other animal feeds 13) School supplies 14) Cement	

J. On Essential commodities - For Retailers

1) Rice and corn;
2) Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products, whether in their original states or not;
3) Cooking oil and cooking gas.
4) Laundry soap, detergents and medicine
5) Agricultural implements, equipment and post have facilities, fertilizers, pesticides, insecticides herbicides, and other farm inputs;
6) Poultry and other animal feeds.
7) School supplies; and
8) Cement

With Gross Sales for the preceding Calendar Year:



	<b>RATE PER ANNUM</b>
400,000.00 or less	3 1/2%
400,000.00 or more	2%

On Owners or Operators of cafes, cafeteria, ice-cream and other refreshment parlors, restaurants, soda-fountain, bars, carinderia, and food caterers.

With Gross Receipts for the preceding  
Calendar Year:

<b>FROM</b>	<b>TO LESS THAN</b>	<b>ANNUAL TAX</b>
0	2,000.00	<b>73.00</b>
2,000.00	3,750.00	<b>124.30</b>
3,750.00	4,500.00	<b>173.00</b>
4,500.00	6,125.00	<b>222.20</b>
6,125.00	7,250.00	<b>272.80</b>
7,250.00	8,750.00	<b>321.20</b>
8,750.00	10,275.00	<b>371.80</b>
10,275.00	12,125.00	<b>445.50</b>
12,125.00	15,250.00	<b>544.50</b>
15,250.00	16,750.00	<b>618.20</b>
16,750.00	18,250.00	<b>668.80</b>
18,250.00	20,625.00	<b>717.20</b>
20,625.00	23,675.00	<b>866.80</b>
23,675.00	27,000.00	<b>990.00</b>
27,000.00	30,000.00	<b>1,113.20</b>
30,000.00	33,000.00	<b>1,237.50</b>
33,000.00	35,875.00	<b>1,361.80</b>
35,875.00	40,625.00	<b>1,509.20</b>
40,625.00	45,500.00	<b>1,633.50</b>
45,500.00	50,000.00	<b>1,856.80</b>
50,000.00	and above	<b>Not exceeding 82.5% of 1%</b>

On contractors and other independent contractors in accordance with the following  
schedules:

With Gross Receipts for the preceding  
Calendar Year:



FROM	TO LESS THAN	ANNUAL TAX
0	5,000.00	45.10
5,000.00	10,000.00	101.20
10,000.00	15,000.00	172.70
15,000.00	20,000.00	272.80
20,000.00	30,000.00	453.20
30,000.00	40,000.00	635.80
40,000.00	50,000.00	907.50
50,000.00	75,000.00	1,452.00
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,201.00
150,000.00	200,000.00	4,356.00
200,000.00	250,000.00	5,989.50
250,000.00	300,000.00	7,728.00
300,000.00	400,000.00	10,164.00
400,000.00	500,000.00	13,612.50
500,000.00	750,000.00	15,262.50
750,000.00	1,000,000.00	16,912.50
1,000,000.00	2,000,000.00	18,975.00
2,000,000.00	and above	Not exceeding 82.5% of 1%

#### On banks and other Financial Institutions

- Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following:

- 1) Interest from loans discount;
- 2) Interest earned and actually collected on interbank loans;
- 3) Rental of Property;
- 4) Income earned and actually collected from acquired assets;
- 5) Income from sale or exchange of assets and property;
- 6) Cash dividends earned and received on equity investment;
- 7) Commissions from lending activities
- 8) Income component of rentals from financial leasing

#### On Insurance Companies

- Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.



Gross Receipts Shall only include the following;

- 1) Insurance premiums actually collected
- 2) Interest earning on loans and discounts actually collected
- 3) Rentals actually collected from property owned by insurance companies
- 4) Income actually collected from acquired assets
- 5) Cash dividends received on equity investments

**On Financing Companies**

- Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Interest from loans and discounts
- 2) Interest earned and actually collected on mortgage contracts receivables
- 3) Rental of property
- 4) Income earned and actually collected from acquired assets
- 5) Income from sale or exchange of assets and property
- 6) Cash dividends earned and received on equity investment
- 7) Income component of rentals from financial leasing

On lessors or sub-lessors of real estate including accessories, apartels, pension and inns, apartments, condominiums, house for lease, rooms and spaces for rent in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

<b>FROM</b>	<b>TO LESS THAN</b>	<b>TAX PER QUARTER</b>
0	1,000.00	Exempt
1,000.00	4,000.00	49.50
4,000.00	10,000.00	123.20
10,000.00	20,000.00	371.80
20,000.00	30,000.00	742.50
30,000.00	50,000.00	1,237.50
50,000.00 and above		Residential Purposes - Not Exceeding 55% of 1%
		For Other Purposes - Not Exceeding 82% of 1%



On Subdivision Operators

- Shall be taxed based on the total area of remaining lots titled in the name of the subdivision operator

**PHP 0.02475 Per Square Meter**

On owners or operators of privately-owned public market and shopping centers in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	5,000.00	305.80
5,000.00	10,000.00	618.20
10,000.00	20,000.00	1,237.50
20,000.00	30,000.00	1,856.80
30,000.00	40,000.00	2,475.00
40,000.00	50,000.00	3,093.75
50,000.00	60,000.00	3,712.50
60,000.00	70,000.00	4,331.80
70,000.00	80,000.00	4,950.00
80,000.00	90,000.00	5,568.20
90,000.00	100,000.00	6,187.50
100,000.00 or more: <i>For every 1,000.00 or a fraction thereof in excess of Php100,000.00</i>		38.00

On peddlers engaged in the sale of any merchandise or article of commerce as herein below specified, taxes at the rate fixed below:

	Tax per Annum
f) Peddlers of any article or merchandise carried in trucks or any other motor vehicle, per peddler	82.50
g) Peddlers of any article or merchandise carried in a motorized bicycle, tricycle or other motorized similar vehicles other than those specified in above	55.00
h) Peddlers of any article or merchandise carried in a cart, caretela or other per vehicles drawn by	44.00



animals	
i) Peddlers of any article or merchandise carried on bicycle, pedicab or other similar vehicle, per peddler	33.00
j) Peddlers of any article or merchandise carried by person, per peddler	22.00
In addition to the above there is hereby imposed additional tax in the sales of Perfume and other luxury articles in the Amount:	22.00

On private warehouse or bodegas of wholesalers, retailers, exporters or importers

	Tax per Annum
a) With an area of 1,000 sq. m. or more	5,000.00
b) With an area of 700 sq. m. but less than 1,000 sq. m.	4,000.00
c) With an area of 500 sq. m. but less than 700 sq. m.	3,000.00
d) With an area of 300 sq. m. but less than 500 sq. m.	2,000.00
e) With an area of less than 300 sq. m.	1,500.00

On Construction, Contractor

- Thirty percent (30%) of the gross receipts shall be taxable by the City where the principal office is located
- Seventy percent (70%) of the gross receipts shall be taxable by the City where the project office is located

### FIXED TAX ON OTHER BUSINESS

*On dealers in fermented liquors, distilled spirits and/or wines;*

	TAX PER ANNUM
1. Wholesale dealers in foreign liquors	1,980.00
2. Wholesale dealers in domestic liquors	990.00
3. Retail dealers in foreign liquors	495.00
4. Retail dealers in domestic liquors	247.50
5. Wholesale dealers in fermented liquors	495.00
6. Retail dealers in fermented liquors	180.00



7. Wholesale dealers in vino liquors	203.50
8. Retail dealers in vino liquors	126.50
9. Retail peddlers of distilled manufactured or fermented liquors	445.50
10. Wholesale peddlers of distilled manufactured or fermented liquors	495.00
11. Retail dealers in tuba, basi and/or tapuy	126.50
12. Liquor servers	550.00

***On dealers in tobacco;***

	<b>TAX PER ANNUM</b>
1. Retail leaf tobacco dealers	<b>126.50</b>
2. Wholesale leaf tobacco dealer	<b>495.00</b>
3. Retail tobacco dealers	<b>126.50</b>
4. Wholesale tobacco dealers	<b>495.00</b>
5. Retail peddlers of tobacco products	<b>126.50</b>
6. Wholesale peddlers of tobacco products	<b>165.00</b>

***On owners or operators of amusement/vending devices;***

	<b>TAX PER ANNUM</b>
1. Each juke box machines	192.50
2. Each Machine Apparatus or Visual Entertainment	99.00
3. Each machine for dispensing or vending soft drinks and any other articles	286.00
4. Each apparatus for weighing person	60.50
5. Each machine or apparatus for printing letters or numbers	77.00
6. Each similar device for vending games of skill or amusement	99.00
7. Each coin operated amusement machine or apparatus	379.50

***On owners or operators of amusement places;***

	<b>TAX PER ANNUM</b>
l) Super clubs, cocktail lounges or bars, beer gardens, pub houses, disco houses, and other similar establishment	4,500.00



m) Cabarets, dance hall or dancing pavilion	3,000.00
n) Skating rinks	1,000.00
o) Bath houses, resort and the likes	800.00
p) Steam baths, saunas, and other similar establishment per cubicle	300.00
q) Billiard and pools halls	
for the first table	130.00
for each additional	50.00
r) Bowling alleys	
Automatic per lane	250.00
Non-automatic	200.00
s) Circuses, carnivals and the likes	
Per day	1,200.00
For the first ten (10) days	100.00
For each day thereafter	20.00
t) Side shows, per booth	
For the first ten (10) days	30.00
For each day thereafter	13.00
u) Merry-go-rounds, roller coasters ferries wheel, swings, shooting galleries, or similar contrivances, per contrivance	
For the first ten (10) days	30.00
For each day thereafter	13.00
v) Theaters, and cinema houses	
a. Itinerant operators per day	30.00
b. with orchestra only and with sitting capacity of less than 500 persons	1,250.00
c. with balcony and orchestra and with sitting capacity of less than 500 persons	1,500.00
d. with balcony and orchestra and with sitting capacity of 500 but less than 1,000 person	2,000.00
e. with balcony and orchestra and with sitting capacity of 1,000 person or above	2,500.00
f. With loge, balcony and orchestra	4,000.00

An additional tax of one hundred percent (100%) of the amounts	
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Prescribed above shall be imposed on air-conditioned theaters and cinema houses.	
l. Boxing stadium, auditoriums, gymnasiums, concert or similar halls or similar establishment	<b>750.00</b>
m. Boxing wrestling or martial arts contest, per exhibition	<b>250.00</b>
n. Race tracks for conducting horse races	<b>5,000.00</b>
per racing or fraction thereof	<b>300.00</b>
o. Cockpits, per annum	<b>7,500.00</b>
per ordinary cockfight	<b>15.00</b>
per derby cockfight	<b>30.00</b>
Holding in international derby cockfight, per day	<b>5,000.00</b>
per international derby cockfight	<b>250.00</b>
Holding of local derby cockfight, per day	<b>2,500.00</b>
p. Gun clubs	<b>500.00</b>
q. Judo-karate clubs	<b>250.00</b>
r. Pelota/squash courts per court	<b>250.00</b>
s. Tennis courts, per court	<b>250.00</b>
t. Jai-alai frontons and/or coliseum	
a. With seating capacity of 25,000 persons or more	<b>25,000.00</b>
b. With seating capacity from 15,000 to 24,999 persons	<b>17,500.00</b>
c. With seating capacity from 5,000 to 14,999 persons	<b>12,500.00</b>
d. With seating capacity of less than 5,000 persons	<b>7,500.00</b>
e. Per gaming day on Jai-Alai or fraction thereof	<b>250.00</b>
u. Off-track betting station and Off-fronton, per Station	<b>2,500.00</b>
v. Other amusement places not above	
a. Educational life plan or Memorial Plan Establishment Principal Office	<b>5,500.00</b>
b. For each branch, payable to the City where the branch is located	<b>1,100.00</b>
w. Signboards/Billboards	
a. Billboards or Signboards for advertisement of business per square meter as fraction thereof:	



Single faced twenty pesos	<b>20.00</b>
Double faced thirty pesos	<b>30.00</b>
b. Billboards or sign for professionals, per square meter or	
fraction thereof:	<b>15.00</b>
c. Billboards, sign or advertisement for business and professionals painted on any building or structure or otherwise separated or detached there from: Per square meter thereof	<b>18.00</b>
d. Advertisement for business or professionals by means of slides in monies payable by the advertisement	<b>200.00</b>
e. Advertisement means of vehicles, Billboards rate etc.	
Per day or fraction thereof;	<b>80.00</b>
per week or fractions thereof;	<b>120.00</b>
per month or fraction thereof;	<b>160.00</b>
For the use of electric or neon lights in billboards under paragraphs (a) to (e) above, the amount of P20.00 per square Meter or fraction thereof shall be imposed in addition to the above rates	
<b>MAJHONG TABLE</b>	
A. For the first table	<b>350.00</b>
For each additional table	<b>120.00</b>
B. Stock Markets	<b>10,000.00</b>
C. Boarding houses with accommodations for	
Less than 10 boarders	<b>40.00</b>
11 to 19 boarders	<b>60.00</b>
20 to 39 boarders	<b>80.00</b>
40 or more boarders	<b>100.00</b>
D. Lodging houses with accommodations for:	
Less than 15 lodgers	<b>1,500.00</b>
16 to 24 lodgers	<b>2,500.00</b>
25 or more lodgers	<b>3,000.00</b>



E. Golf links:	<b>5,500.00</b>
Mini golf links (w/less than 9 holes)	<b>1,000.00</b>
F. Driving ranges	
With 20 slots or more	<b>600.00</b>
With 16 to 19 slots	<b>400.00</b>
With 15 to slots or more	<b>300.00</b>
G. Cemeteries and Memorial parks:	
Less than 2	<b>1,000.00</b>
2 to 5 has	<b>1,700.00</b>
more than 5 has	<b>2,000.00</b>
H. Fishponds, fish pens. Or fish breeding grounds, per hectare or fraction thereof	<b>30.00</b>
I. Cold storage and refrigeration cases:	
a. Refrigeration or cold storage unit:	
With total storage capacity:	
Not exceeding 5 cu.m.	<b>250.00</b>
Over 5 to 15 cu.m.	<b>400.00</b>
Over 15 to 25 cu.m.	<b>650.00</b>
Over 25 to 35 cu.m.	<b>1,300.00</b>
Over 35 to 50 cu.m.	<b>1,900.00</b>
Over 50 cu.m.	<b>2,500.00</b>
b. Refrigerating cases:	
Less than 5 cu.m.	<b>17.00</b>
Over 5 cu.m.	<b>28.00</b>
J. Lumberyards	
With an area of 500 sq.m. Or less	<b>1,000.00</b>
Over 500 to 1,000 sq.m.	<b>1,300.00</b>
Over 1,000 to 1,500 sq.m.	<b>1,500.00</b>
Over 1,500 to 2,000 sq.m.	<b>2,000.00</b>
Over 2,000 sq.m.	<b>2,500.00</b>
K. Nursery, vocational and other schools not Regulated by the Department of Education, Culture and Sport with 5 less students	<b>130.00</b>
Over 5 but not more than 20 students	<b>250.00</b>
L. Dancing schools/driving schools/speed reading/Edp/judo	



karate, etc.	
With 100 or more students	<b>750.00</b>
With 50 to 99 students	<b>500.00</b>
With 25 to 49 students	<b>400.00</b>
M. Car exchange on consignment basis only:.	
For an enclosure of 500 sq.m. Or less	<b>400.00</b>
For an enclosure of more than 500 sq.m.	<b>500.00</b>
If car exchange are being operated on buying and Selling basis they are covered by the graduated business Tax on retailers, independent wholesalers and distributors	
N. Flammable liquids with flash point at 70 to 200 such as turpentine, thinner prepared paints, diesel oils, kerosene, varnish, cleaning solvent, polishing liquids:	
5 to 25 gals.	<b>15.00</b>
26 to 50 gals.	<b>20.00</b>
51 to 100 gals.	<b>30.00</b>
101 to 1,000 gals.	<b>75.00</b>
1,001 to 5,000 gals.	<b>140.00</b>
5,001 to 10,000 gals.	<b>300.00</b>
10,001 to 50,000 gals.	<b>500.00</b>
50,001 to 100,000 gals.	<b>700.00</b>
100,001 to 500,000 gals.	<b>1,200.00</b>
500,001 to 900,000 gals.	<b>2,100.00</b>
900,001 gals.	<b>2,300.00</b>
Flammable liquids with flash point over 200 F when subject to spontaneous ignition or is artificially heated to a temperature equal or higher than its flash point such as petroleum oil, crude oil, others:	
5 to 25 gals.	<b>15.00</b>
26 to 50 gals.	<b>20.00</b>
51 to 100 gals.	<b>30.00</b>
101 to 500 gals.	<b>85.00</b>



501 to 1,000 gals.	<b>170.00</b>
1,001 to 20,000 gals.	<b>300.00</b>
20,001 gals.	<b>450.00</b>
Flammable gases- Acetylene, hydrogen, coal gas, and other flammable in gaseous form, except liquefied petroleum gas and other compressed gases:	
15 to 25 gals.	<b>20.00</b>
26 to 100 gals.	<b>30.00</b>
101 to 500 gals.	<b>60.00</b>
501 to 2,000 gals.	<b>170.00</b>
2,001 to 10,000 gals.	<b>450.00</b>
10,001 to 50,000 gals.	<b>900.00</b>
50,001 to 100,000 gals.	<b>1,300.00</b>
100,001 gals.	<b>2,100.00</b>

<b>Combustible Solids:</b>	
<b>I. Calcium Carbide</b>	
10 but not more than 20 kgs.	<b>35.00</b>
21 but not more than 50 kgs.	<b>50.00</b>
51 but not more than 500 kgs.	<b>90.00</b>
501 but not more than 1,000 kgs.	<b>150.00</b>
1,001 but not more than 5,000 kgs.	<b>170.00</b>
5,001 but not more than 10,000 kgs.	<b>210.00</b>
10,001 but not more than 50,000 kgs.	<b>320.00</b>
50,001 kgs.	<b>430.00</b>
<b>II. Pyrolyxin:</b>	
10 to 50 kgs.	<b>30.00</b>
51 to 200 kgs.	<b>60.00</b>
201 to 500 kgs.	<b>120.00</b>
501 to 1,000 kgs.	<b>210.00</b>
1,000 to 3,000 kgs.	<b>415.00</b>
3,001 to 10,000 kgs.	<b>700.00</b>
10,001 kgs.	<b>1,400.00</b>
<b>Matches:</b>	
25 to 100 kgs.	<b>30.00</b>



101 to 500 kgs.	<b>140.00</b>
501 to 1,000 kgs.	<b>300.00</b>
1,001 to 5,000 kgs.	<b>600.00</b>
5,001 kgs.	<b>900.00</b>
Nitrate, phosphorous, bromine, sodium, picric acid, and hazardous, explosive, corrosive, oxidizing and lachrymatory properties:	
15 to 25 kgs.	<b>30.00</b>
26 to 100 kgs.	<b>45.00</b>
101 to 500 kgs.	<b>110.00</b>
501 to 1,000 kgs.	<b>210.00</b>
1,001 to 5,000 kgs.	<b>315.00</b>
5,001 kgs.	<b>415.00</b>
Shredded combustible materials such as wood Shavings(kusot),	
waste (estopa), sisal, oakum, and other similar combustible	
shaving and fine materials:	
50 to 100 cu.ft.	<b>30.00</b>
101 to 500 cu.ft.	<b>85.00</b>
501 to 1,000 cu.ft.	<b>130.00</b>
1,001 to 2,500 cu.ft.	<b>210.00</b>
2,501 cu.ft.	<b>315.00</b>
Tariresin, waxes, copra, rubber coal, bituminous coal, and	
Similar combustible materials:	
50 to 100 kgs.	<b>35.00</b>
101 to 1000 kgs.	<b>70.00</b>
1001 to 5,000 kgs.	<b>130.00</b>
5,001 kgs.	<b>210.00</b>

#### Newly Started Business

- For a newly started business falling above, the tax shall be fixed by the quarter. The initial tax for the quarter in w/c the business starts to operate shall be one half (1/2) of one tenth (1/10) of one percent (1%) of the capital investment, but in case shall it be less than the minimum provided therefore by the pertinent schedule.



- However, in the succeeding quarter or quarters, in case of business opens before the last quarter of the year, the tax shall be based on gross sales/receipts for the preceding quarter at the rate of one half (1/2) of the annual rates fixed in the pertinent schedules of above business tax, as the case may be. In the succeeding years regardless of when the business started to operate, the preceding calendar year, or any fraction thereof, as provided in the pertinent schedule.

## FEES & CHARGES

### *On the operation of business*

	TAX PER ANNUM
1. Dealers in the fermented liquors, distilled spirits and/or wines, except for wine house/cellars	
a. Wholesale dealers in foreign liquor	2,000.00
b. Retailer dealers in foreign liquor	1,300.00
c. Wholesale dealers in domestic liquor	1,000.00
d. Retail dealers in domestic liquor	750.00
e. Wholesale dealers in fermented liquor	1,200.00
f. Retail dealers in fermented liquor	600.00
g. Wholesale dealers in vino liquor	300.00
h. Retail dealers in vino liquor	200.00
i. Retail dealers in tuba, basi and/or tapuy	150.00
j. Wholesale peddlers of distilled, manufactured or fermented liquor	500.00
k. Retail peddlers of distilled, manufactured or fermented liquor	300.00
l. Servers of fermented liquor and local wines	700.00
m. Servers of all kind of liquor	1,200.00
n. Servers of native or local wines only	500.00
2. Dealers in tobacco	
a. Retail leaf tobacco dealers	300.00
b. Wholesale leaf tobacco dealers	400.00
c. Retail tobacco dealers	200.00
d. Wholesale tobacco dealers	400.00
e. Retail peddlers of tobacco	130.00
3. Owners or operators of amusement places/devices	
a. Night clubs/ day clubs	12,000.00



b. Super clubs, cocktail lounges, bar disco-houses, beer gardens and other similar establishment	<b>5,000.00</b>
c. Cabarets, dance halls or dancing pavilion	<b>3,000.00</b>
d. Social clubs/voluntary associations or organizations	<b>2,000.00</b>
e. skating rinks	<b>3,000.00</b>
f. Bath houses, resort and the like per establishment	<b>3,000.00</b>
g. Steam baths, sauna baths and the like, per establishment	<b>8,000.00</b>
h. Billiard halls/ pool halls per table	<b>150.00</b>
i. Bowling establishment	<b>5,000.00</b>
j. Circuses, carnivals, fun houses and the like	<b>5,000.00</b>
k. Merry-go-around, roller coasters, Ferris wheel, or similar contrivances and rivanche or booth	<b>300.00</b>
l. Theaters and cinema houses	
Air-Conditioned	<b>5,000.00</b>
Non air-conditioned	<b>3,500.00</b>
Itinerant operators	<b>300.00/day</b>
m. Boxing arena, auditoriums, gymnasium, concert halls, or establishment	<b>5,000.00</b>
n. Race track establishment	<b>4,000.00</b>
o. Pelota/tennis/squash courts, per court	<b>300.00</b>
p. Jai-alai and/or coliseum establishment	<b>10,000.00</b>
q. Off-track or off-fronton betting stations per station	<b>3,000.00</b>
r. Amusement devices, per device	<b>200.00</b>
s. Mahjong per table	<b>700.00</b>
4. Financial institutions and/or lending institution, pawnshop, banks, Insurance co. and loan associations, investment co., per establishment.	
Main Office	<b>7,000.00</b>
Per Branch	<b>5,000.00</b>
Money shops, per establishment	<b>3,000.00</b>
5. Dealers in securities including foreign exchange dealers	<b>3,000.00</b>
6. Educational life/memorial plans:	
Principal Office	<b>4,000.00</b>
Per branch/agency	<b>3,000.00</b>
7. Subdivision operators	<b>3,000.00</b>
8. Private cemeteries/memorial parks	<b>10,000.00</b>





9. Boarding/lodging houses	<b>2,000.00</b>
10. Dancing schools/judo, karate schools/driving schools/EDP, etc.	<b>2,000.00</b>
11. Nursery, vocational and other schools regulated by the DECS	<b>3,000.00</b>
12. Driving ranges	<b>4,000.00</b>
13. Golf links	<b>3,000.00</b>
14. Mini-Golf links	<b>1,500.00</b>
15. Polo grounds	<b>4,000.00</b>
16. Cockpit	<b>8,000.00</b>
The following permit fees shall be paid by the private detective or security agency, and personal guards or watchmen:	
Agency (Local Office)	<b>600.00</b>
Each detective/guard or watchman	<b>60.00</b>

***On other activities***

	<b>TAX PER ANNUM</b>
1. On delivery trucks or vans to be paid by the manufactures, producers of and dealer in any products regardless trucks or vans	<b>340.00</b>
2. For maintaining window/ display window office	<b>400.00</b>
3. Promoters, sponsors or talent scouts	<b>1,000.00</b>
4. For holdings stage shows or floor/fashion Shows payable by the operator	<b>2,000.00</b>
5. For Maintaining the office of such as Liaison Office, administrative office and or similar office, with an area as follows:	
400 sq.m. Or more	<b>1,500.00</b>
300 sq.m. Or more but less than 400 sq.m.	<b>1,000.00</b>
200 sq.m. Or more but less than 300 sq.m.	<b>800.00</b>
100 sq.m. Or more but less than 200 sq.m.	<b>600.00</b>
50 sq.m. Or more but less than 100 sq.m.	<b>400.00</b>
Less than 50 sq.m.	<b>300.00</b>
6. For operating private ware house or Bodega of wholesalers /retailers and Exporters except those which business is licensed in the locality where such Bodega is located.	<b>1,500.00</b>
7. Cold Storage	<b>600.00</b>
8. Refrigeration Cases	<b>300.00</b>



9. Lumber Yard:	
Class A lumber yard more than 2,000 sq.m.	<b>3,000.00</b>
Class B 1,501 to 2,000 sq.m.	<b>2,000.00</b>
Class C 1,001 to 1,500 sq.m.	<b>1,500.00</b>
Class D 500 to 1,000 sq.m.	<b>700.00</b>
Class E less than 500 sq.m.	<b>500.00</b>
Class F without a yard but with To keep already sawn lumber	
and with office to accept order	<b>300.00</b>
10. Car Exchange on consignment basis	<b>3,000.00</b>
11. Storage and sale of flammable or explosive substances	<b>350.00</b>
12. Peddlers except peddlers of Tobacco and Liquor	<b>300.00</b>
13. Signboards, billboards and other forms of advertisement	<b>300.00</b>
14. House to house promotional sales per salesman/ saleslady	<b>30.00/day</b>
15. Film shootings on location per day	<b>1,000.00</b>
16. Gun Clubs	<b>1,500.00</b>
17. Judo-karate clubs	<b>1,000.00</b>
18. Terminal garage for buses, taxi, and other utility vehicles except those used for house garage	
1. With an area of 1,000 sq.m. Or more	<b>7,000.00</b>
2. With an area of 700 sq.m. Or more but less than 1,000 sq.m.	<b>5,000.00</b>
3. With an area of 500 sq.m. Or more but less than 700 sq.m.	<b>4,000.00</b>
4. With an area of 300 sq.m. Or more but less than 500 sq.m.	<b>3,000.00</b>
5. With an area of less than 300 sq. M.	<b>1,000.00</b>

### **On the Nature of the Business**

	<b>TAX PER ANNUM</b>
1. Manufactures/Producers:	
(Factory & Office situated in Pasay City: Producing or Manufacturing ;)	
a. Flammable, combustible or explosive substance	<b>10,000.00</b>
b. Non-flammable or non-explosive substance	<b>8,000.00</b>
c. Assorted non-perishable and dry goods	<b>6,000.00</b>



merchandise or articles	
d. Consumable, perishable including refrigerated goods	<b>4,000.00</b>
(Bakeries, RTW clothes, shoes, leather and other products, delicacies and sweet ham, longanizas, tocino and the like food seasoning, ceramic and clay products, bamboo crafts, scissors and other bladed Picture frame, plastic products, etc.)	<b>8,000.00</b>
(Factory situated in Pasay/Office situated elsewhere):	
Producing or Manufacturing	
1. Flammable, combustible or explosive substance	<b>10,000.00</b>
2. Non-flammable, non-combustible substances	<b>7,500.00</b>
3. Assorted non-perishable and dry & dry goods, merchandise or articles	<b>5,500.00</b>
4. Consumable, perishable including, refrigerated goods	<b>3,500.00</b>
(Office situated in Pasay, factory situated elsewhere):	
1. Flammable, combustible or explosive substance	<b>8,000.00</b>
2. Non-flammable, non-combustible substances	<b>5,500.00</b>
3. Assorted non-perishable and dry & dry goods, merchandise or articles	<b>3,500.00</b>
4. Consumable, perishable including, refrigerated goods	<b>2,500.00</b>
<i>Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products manufactured or produced and twenty (20%) per centum of the respective fees as prescribed for other products Manufactured or produced:</i>	

### Exporter

	<b>TAX PER ANNUM</b>
A. (Office and warehouse situated in Pasay): exporting	
1. Flammable, combustible or explosive substance	<b>10,000.00</b>
2. Non-flammable or non-explosive substance	<b>7,500.00</b>
3. Assorted non-perishable and dry goods merchandise or articles	<b>5,500.00</b>
4. Consumable, perishable including refrigerated goods	<b>3,500.00</b>



B. Warehouse situated in Pasay, Office situated elsewhere; exporting;	
1. Flammable, combustible or explosive substance	<b>7,500.00</b>
2. Non-flammable, non-combustible substances	<b>6,000.00</b>
3. Assorted non-perishable and dry & dry goods, merchandise or articles	<b>3,500.00</b>
Manufacturers and producers of cigars and cigarettes including Distillers, Rectifiers, Repackers of wines and compounders spirits or wines and brewers or fermented liquors:	
1. Factory and Office situated in Pasay	<b>10,000.00</b>
2. Factory situated in Pasay, office is situated elsewhere	<b>7,500.00</b>
3. Office situated in Pasay factory elsewhere	<b>5,500.00</b>
<i>Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products exported and twenty (20%) per centum of the respective fees as prescribed for other product.</i>	

**Other small retailers:**

	<b>TAX PER ANNUM</b>
Candys Stands: newspaper and magazines stand; peanuts; fruits and vegetables stands	<b>500.00</b>
1. Sari-sari store - Main St.	<b>500.00</b>
Sari-sari store- Interior	<b>100.00</b>
2. Retailer Fish and seafood's, Meat & Pork Dealers	<b>700.00</b>
3. Retailer Rice and corn	<b>400.00</b>
4. Retailer Poultry products	<b>400.00</b>
5. Restaurant & Eateries, Soda Fountains, Bars, Carenderias & Independent eateries:	
a. Restaurant & eateries Offering to the Public International meals or menu	<b>5,000.00</b>
b. Restaurant & eateries offering to the Public Native meals or Menu	<b>4,000.00</b>
c. Restaurant & Eateries offering to the Public regular & special meals including foods already cooked & served at price	<b>2,000.00</b>
d. Ice-cream parlors, soda Fountains, Bars & others Restaurant	<b>1,000.00</b>



parlors	
e. Cafes & Cafeteria	<b>800.00</b>
f. Independent Eateries	<b>500.00</b>
g. Carinderia	<b>300.00</b>

**Service Establishments:**

	<b>TAX PER ANNUM</b>
A. General building contractor as	
Classified by contractors accreditation board:	
Class A	<b>4,000.00</b>
Class B	<b>3,000.00</b>
Class C	<b>2,000.00</b>
B. Building maintenance Contractors demolition; filling & salvage contractors, Electrical light or gas system installer of engineering (General and specialty contractors; or operation of heavy equipment; light bulldozers & tractor, who make them available to other considerations; landscaping contractor, interior decorating services, janitorial services, saw mill under contract saw Or cut log belongs to other towing services; installation of water system.	<b>4,000.00</b>
C. Advertising agencies, booking offices, for the film exchange; booking offices for transportations or commission basic business management services; cinematographic film owners lessor or distributors commercial or immigration service's custom brokerages feasibility studies; consultancy services; insurances agencies; adjusters/brokerages management consultant not subject to occupation tax: mercantile agencies; messengerial services; real estate brokerage; shipping agencies; travel agencies	<b>3,000.00</b>
D. Gasoline services/ Filling stations;	
1. Having an area of 1,500 sq.m. Or more	<b>4,000.00</b>
2. Having an area of 1,000 but less than 1,500 sq.m.	<b>2,000.00</b>
3. Having an area of 1,000 or less	<b>2,000.00</b>
4. Curbs pumps & filling Stations	<b>1,000.00</b>
5. Services stations waxing & greasing motor vehicles	<b>200.00</b>
E. Smelting Plants	
1. Principal offices and plant situated in Pasay	<b>6,000.00</b>
2. Plant in Pasay, principal office situated elsewhere	<b>4,000.00</b>



3. Principal office situated in Pasay plant situated elsewhere	<b>3,000.00</b>
F. Steam Laundry	<b>3,000.00</b>
G. Video coverage	<b>2,000.00</b>
H. Stevedoring Services (office only)	<b>2,000.00</b>
I. Watch Repair Center exclusively manufactured watches	<b>2,000.00</b>
J. Business agent	<b>1,500.00</b>
K. Ordinary watch repair shop	<b>300.00</b>
L. Plant, maintenance or Rent-a-plant offering to rent	<b>1,500.00</b>
M. Stable for racing horses:	
1. For the first Stable	<b>500.00</b>
2. For every stable Thereafter	<b>300.00</b>
N. Rental of video tapes, Furniture's, sound system, etc.	<b>1,000.00</b>
Rent-a-car	<b>4,000.00</b>
O. Parking Area :	
1. Less than 300 sq.m.	<b>400.00</b>
2. 300 sq.m. Or more but less than 500 sq.m.	<b>600.00</b>
3. 500 sq.m. Or more but less than 1,000 sq.m.	<b>1,000.00</b>
4. 1,000 sq.m. Or more but less than 2,000 sq.m.	<b>2,500.00</b>
5. 2,000 sq.m. Or more	<b>4,500.00</b>
P. Escort Services	<b>2,000.00</b>
Q. Warehouse or Bodegas;	
1. Less than 50 sq.m.	<b>700.00</b>
2. 50 sq.m. Or more but less than 100sq.m.	<b>1,000.00</b>
3. 100 sq.m. Or more but less than 2000 sq.m.	<b>2,500.00</b>
R. Stock market	<b>10,000.00</b>
S. Stock brokers with trading seats in a stock Exchange Situated in This city	<b>2,000.00</b>
T. Stocks broker with trading seats in a stock exchange Situated elsewhere	<b>600.00</b>
U. Gold and Silversmiths	<b>600.00</b>
V. Lathe Machines	<b>600.00</b>
W. Funeral Services:	
1. Funeral Establishment Owning and maintaining Memorial Parks	<b>4,000.00</b>
2. Independent Funeral Services	<b>2,000.00</b>
X. Medical & Dental Laboratories:	



1. Assaying Laboratories	<b>400.00</b>
2. Veterinary Clinic	<b>500.00</b>
aa. School for polo players and/or horseback riding academy	<b>600.00</b>
bb. Slendering and body, Building saloons, Massages and therapeutic Clinic	<b>4,000.00</b>
cc. Animal Hospital	<b>4,000.00</b>
dd. Recruitment or job placement services	<b>3,000.00</b>
ee. Motor repairs and painting shops; perm press; dying establishment	<b>3,000.00</b>
ff. Photographic studio, Sophisticated photographic Equipment	<b>1,000.00</b>
gg. Ordinary photographic studios	<b>500.00</b>
hh. Silk screen of t-shirts	<b>100.00</b>
ii. Shoe shine stands	<b>100.00</b>
jj. Vaciador shops	<b>100.00</b>
kk. Bicycle rentals	<b>500.00</b>
ll. Other independent contractor (Juridical or natural not included among those subject to occupational tax	<b>500.00</b>
mm. Inspection services for incoming & outgoing cargoes	<b>3,000.00</b>
nn. Indentors	<b>2,000.00</b>
oo. Lighterage services	<b>2,000.00</b>
pp. Lithographers	<b>2,000.00</b>
qq. Mine drills	<b>2,000.00</b>
rr. Recopying or duplicating Services like plastic lamination, Photo static white/blue printing, Xerox, typing mimeographing services:	
1. For the first recopying or duplicating machine	<b>300.00</b>
2. For every duplicating or recopying machine thereafter	<b>200.00</b>
3. Plastic lamination or Mimeo graphic machine	<b>400.00</b>
4. Photo static and blue printing Machine	<b>700.00</b>
5. Xerox machine	<b>200.00</b>
6. Typing Services (manual)	<b>100.00</b>
7. Typesetting services	<b>600.00</b>
ss. Roasting pigs & fowls	<b>500.00</b>
tt. Shipyard for repairing of ships (office only)	<b>3,000.00</b>



uu. Tailor shops, dress shops:	
1. For the first sewing machine	<b>200.00</b>
2. For every sewing machine thereafter	<b>100.00</b>
vv. Beauty Parlors	
1. For the first beauty	<b>300.00</b>
2. For every beauty parlor equipment thereafter	<b>200.00</b>
3. Beauty Parlor without equipment	<b>100.00</b>
ww. Wood carving shops	<b>500.00</b>
xx. Hatters and millines shops	<b>500.00</b>
yy. Barber shops:	
1. For the first tonsorial seat	<b>300.00</b>
2. for every tonsorial thereafter	<b>200.00</b>
aaa. Upholstery shops	<b>400.00</b>
bbb. Vulcanizing shops	<b>300.00</b>
ccc. Tire recapping plants	<b>3,000.00</b>
ddd. Real estate Developers	<b>3,000.00</b>

**On Owners or Operators of:**

	<b>TAX PER ANNUM</b>
Amusement vending devices:	
1. Each Jukebox machine	<b>300.00</b>
2. Each machine or apparatus of visual entertainment	<b>150.00</b>
3. Each apparatus for weighing persons	<b>100.00</b>
4. Each machine for dispensing or vending soft drinks and any articles	<b>300.00</b>
5. Each Machine or apparatus for printing letters or numbers	<b>200.00</b>
6. Each similar device for vending games of skills or family computer	<b>200.00</b>
7. For each coin operated amusement machine or apparatus	<b>500.00</b>
8. Printing Press	<b>500.00</b>
9. Publishers	<b>600.00</b>
10. Both (printing & publishers)	<b>1,000.00</b>
11. Grocery	<b>700.00</b>
12. General merchandise	<b>700.00</b>





**On Owners or Operators of:**

	<b>TAX PER ANNUM</b>
Hotels, as classified by the government authority:	
a. Hotel de Luxe	<b>9,000.00</b>
b. Hotel first class	<b>8,000.00</b>
c. Hotel Standard	<b>5,000.00</b>
d. Hotel Economy	<b>3,000.00</b>
e. Apartelle (combination of a hotel and apartment)	<b>4,000.00</b>
f. Pension house	<b>3,000.00</b>
Real Estate Dealers;	
a. Subdivision operators	<b>5,000.00</b>
b. Other real estate dealers	<b>3,000.00</b>
Real Estate Lessors:	
a. Commercial Buildings :	
1. Less than three (3) stories	<b>2,000.00</b>
2. Three (3) stories or more but less than ten (10) stories	<b>4,000.00</b>
3. Ten (10) stories or more	<b>5,000.00</b>
b. Residential Building:	
1. Less than three (3) stories	<b>700.00</b>
2. Three (3) stories or more but less than ten (10) stories	<b>3,000.00</b>
3. Ten (10) stories or more	<b>5,000.00</b>
Commercial Apartment:	
1. Less than 3 doors	<b>400.00</b>
2. Three (3) doors or more but less than ten (10) doors	<b>700.00</b>
3. Ten (10) doors or more	<b>3,000.00</b>
4. House for rent with garage and/or swimming pools	<b>3,000.00</b>
5. House for rent without garage or swimming pools	<b>2,500.00</b>
6. House for rent with common kitchen and comfort facilities	<b>500.00</b>
7. Boarding House	<b>700.00</b>
8. Lodging House	<b>500.00</b>
9. Boarding and Lodging House	<b>2,000.00</b>
Privately Owned Public Market	
1. For the first ten (10) stalls	<b>3,000.00</b>
2. For the next number of stalls	<b>300.00/stall</b>



Privately Owned Super Markets	
Class A	<b>10,000.00</b>
Class B	<b>7,000.00</b>
Class C	<b>4,000.00</b>
All occupations or calling subject to periodic inspection, surveillages and/ or regulations by the City Mayor Shall pay an Annual Fee of:	
a. Hospitality girls, Hostesses, attendants, Taxi-dancers, bartenders, club floor managers	<b>100.00</b>
b. Receptionist, waiters, waitresses, cooks, chambermaids	<b>60.00</b>
c. Barbers, beauticians, butchers, forensic experts, animal trainers, Timer, bondman, criminologist, electricians, fortune tellers, hair stylist, hand writing experts, hospital attendants, life guards, make-up artists, mechanics, photographers, (iteneract), private ballistic expert rig drivers, (cochero), plumbers, sales ladies or calling of the same or similar category etc.	<b>40.00</b>

#### Mayor's Permit Fees for Newly Started Business

- Shall be 1/10 of One percent (1%) of the capital investment. Provided, that, on business with principal offices maintaining or operations branch or sales office the following permit fees per branch shall be composed:

<b>With Capital of:</b>	<b>Principal Offices With this City</b>	<b>Principal Offices Outside this City</b>
Below P 1 Million or over	P 200.00/branch	P 300.00/branch
P 1 Million or over but less than P 10 million	400.00/branch	500.00/branch
P 10 Million or over but less than P 50 Million	700.00/branch	800.00/branch
P 50 Million or over	1,000.00/branch	1,200.00/branch

#### **Sanitary inspection Fee**

Every owner, operator of business, industrial, commercial, or agricultural establishment, accesoria, building or house for rent shall secure sanitary certificate or permit for the purpose of supervision and enforcement of existing rules and regulations on sanitation and safety of the public



<b>LINE OF BUSINESS</b>	<b>TAX PER ANNUM</b>
A) Airline and/or shipping companies	<b>1,000.00</b>
B) Financial institutions such as banks, pawnshops, money shops, insurance company dealers, securities and dealers	
Main Office	<b>700.00</b>
Every branch thereof	<b>500.00</b>
C) Gasoline services/filling stations	<b>1,000.00</b>
D) Private hospitals, animal hospital	<b>1,500.00</b>
E) Medical/Dental clinic	<b>700.00</b>
F) Dwellings and spaces for rent;	
1. Hotels per room accommodation	<b>100.00</b>
2. Building per office/ residential space	<b>80.00</b>
3. Apartelles, pensions, drive-inns motel, per room accommodation	<b>50.00</b>
4. Commercial apartments, per space/unit	<b>80.00</b>
5. Residential apartment, per space/unit	<b>50.00</b>
6. Dormitories, lodging or boarding houses, per boarder accommodation	<b>50.00</b>
7. Residential houses for rent per house;	
a) With garage and/or swimming pools	<b>500.00</b>
b) Without garage and/or swimming pools	<b>300.00</b>
c) With rooms occupied by different tenants with common kitchen and/or comfort facilities	<b>200.00</b>
G) Institutions of learning, per room teaching	<b>50.00</b>
H) Media facilities	<b>50.00</b>
I) Telegraphs, teletypes, cable and wireless communication companies	
Main Office	<b>700.00</b>
Branch office	<b>400.00</b>
J) Telephone, electrical and power companies	
Main Office	<b>1,000.00</b>
Every branch	<b>400.00</b>
Telephone/electric power plant	<b>400.00</b>
K) Administrative office, display office and/or offices of professionals	<b>100.00</b>
L) Peddlers	<b>30.00</b>



M) Lending investors	<b>400.00</b>
N) All other business, industrial, commercial, agricultural establishments	
not specifically mentioned above:	
With an area of 1,000 sq.m or more	<b>700.00</b>
500 or more but less than 1,000 sq.m	<b>600.00</b>
200 or more but less than 500 sq.m	<b>500.00</b>
100 or more but less than 200 sq.m	<b>400.00</b>
50 or more but less than 100 sq.m	<b>300.00</b>
25 or more but less than 50 sq.m	<b>200.00</b>
Less than 25 sq.m	<b>100.00</b>

### Garbage Service Charge Rate

	<b>TAX PER ANNUM</b>
For every floor of building where the business is located with an aggregate area of;	
1,000 sq.m. or more	<b>2,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>1,500.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>1,000.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>800.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>600.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>400.00</b>
Less than 25 sq.m	<b>200.00</b>

1) Manufacturer, producers, and processors;	
Factory with an aggregate area of	
1,000 sq.m. or more	<b>7,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>5,000.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>3,500.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>2,300.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>2,000.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>600.00</b>
Less than 25 sq.m	<b>350.00</b>
2) Principal/branch or sales office with and aggregate area of	
<i>Factory in within same locality:</i>	
1,000 sq.m. or more	<b>3,000.00</b>



500 sq.m. or more but less than 1,000 sq.m.	<b>2,500.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>1,500.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>1,000.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>800.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>400.00</b>
Less than 25 sq.m	<b>150.00</b>
<i>Factory outside the locality:</i>	
1,000 sq.m. or more	<b>3,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>2,300.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>1,800.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>1,300.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>1,000.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>500.00</b>
Less than 25 sq.m	<b>150.00</b>
Exporter/importer	<b>2,000.00</b>
3) Brewers, distillers, compounders & eating	
with an aggregate area of	
1,000 sq.m. or more	<b>6,500.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>4,500.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>3,300.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>2,200.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>1,800.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>800.00</b>
Less than 25 sq.m	<b>350.00</b>
4) Carenderia	<b>200.00</b>
5) Owner or operator of business establishment rendering Services Business offices of general contractor (Bldg Specially Engineering) manpower service/employment agencies with <i>An aggregate area of:</i>	
1,000 sq.m. or more	<b>4,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>3,000.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>2,500.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>1,600.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>800.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>400.00</b>
Less than 25 sq.m	<b>150.00</b>



	<b>TAX PER ANNUM</b>
<i>Other contractors/business establishment engaged in rendering services, printers and publishers with an aggregate area of:</i>	
1,000 sq.m. or more	<b>7,000.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>4,000.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>3,000.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>2,500.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>1,600.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>800.00</b>
Less than 25 sq.m	<b>200.00</b>
<i>Independent wholesalers, dealers, distributors, repackers &amp; retailers with an aggregate area of:</i>	
1,000 sq.m. or more	<b>5,500.00</b>
500 sq.m. or more but less than 1,000 sq.m.	<b>4,300.00</b>
200 sq.m. or more but less than 500 sq.m.	<b>2,800.00</b>
100 sq.m. or more but less than 200 sq.m.	<b>2,300.00</b>
50 sq.m. or more but less than 100 sq.m.	<b>1,000.00</b>
25 sq.m. or more but less than 50 sq.m.	<b>700.00</b>
Less than 25 sq.m	<b>150.00</b>
<b>6) Air craft and watercraft companies</b>	
<i>Main Office</i>	<b>6,000.00</b>
<i>For every branch office</i>	<b>3,000.00</b>
<b>7) Amusement places</b>	
<i>Amusement centers and establishment w/ coin operated machines, appliances, amusement rides and shooting galleries, sideshow booths and other similar establishment with contrivances for the amusement of customers per contrivance</i>	<b>20.00</b>
a. Billiard and or pool halls per table	<b>15.00</b>
b. Bowling establishment	
Automatic per lane	<b>30.00</b>
Non-Automatic per lane	<b>20.00</b>
c. Casinos	<b>1,500.00</b>
d. Circuses, carnivals & the likes	<b>400.00</b>
e. Cockpits	<b>800.00</b>
f. Mahjong per table	<b>30.00</b>



g. Golf links &/or ranges	<b>600.00</b>
h. Gymnasium	<b>80.00</b>
i. Membership clubs, association or organization	
Serving foods, drinks & lodging facilities	<b>600.00</b>
Serving foods, drinks w/out lodging facilities	<b>300.00</b>
j. Night/day clubs, discos and other similar establishment	
Night Clubs	<b>880.00</b>
Day clubs	<b>500.00</b>
Cocktail lounge, bars, beer garden discos & karaoke	<b>300.00</b>
Cabarets/dance halls	<b>250.00</b>
k. Race tracks, jai-alai, fronton, coliseum, similar establishment	<b>750.00</b>
For every off-tracks and/or off-fronton betting center	<b>150.00</b>
l. Resort or other similar establishment	<b>150.00</b>
m. Sauna bath & massage clinic per cubicles	<b>50.00</b>
n. Skating rink	<b>150.00</b>
o. Studios, sports complexes	<b>400.00</b>
p. Theaters or cinemas with seating capacity of	
More than 2,000 persons	<b>450.00</b>
More than 500 to 2,000 persons	<b>300.00</b>
Less than 500 persons	<b>150.00</b>
q. Pelota courts, tennis courts & other similar nature	<b>40.00</b>
8) Electric and power companies	
<i>Main Office and/or each power plant</i>	<b>1,800.00</b>
<i>Every branch office thereof</i>	<b>750.00</b>
9) Financial institution	
1. Banks	
a) Commercial bank (main office)	<b>750.00</b>
every branch thereof	<b>225.00</b>
b) Savings bank (main office)	<b>300.00</b>
every branch thereof	<b>75.00</b>
c) Rural banks	<b>150.00</b>
2. Savings & loan association, insurance companies, pawnshop	
a) Main office	<b>300.00</b>



b) Every branch thereof	<b>75.00</b>
3. Financial and/or lending investors establishment, money shops	
a) Main office	<b>300.00</b>
b) Every branch thereof	<b>75.00</b>
10) Gasoline services/filling stations	
1. Having an area of 1,500 sq. mtrs. Or more	<b>225.00</b>
2. Having an area of more than 1,000 but less 1,500sq. mtrs.	<b>187.00</b>
3. Having an area of 1,000 sq. mtrs. Or less	<b>150.00</b>
4. Curfs pumps and selling station	<b>112.00</b>
11) Private hospitals and medical clinics with bed capacity of	
1. More than 500 persons	<b>750.00</b>
2. 301 to 500 persons	<b>630.00</b>
3. 151 to 300 persons	<b>540.00</b>
4. 101 to 150 persons	<b>375.00</b>
5. 76 to 100 persons	<b>315.00</b>
6. 51 to 75 persons	<b>225.00</b>
7. 25 to 50 persons	<b>120.00</b>
8. Less than 25 persons	<b>75.00</b>
Animal hospital and others	<b>150.00</b>
12) Institution of learning	
Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows:	
1. 50,000 students or more	<b>1,200.00</b>
2. 30,000 or more but less than 50,000 students	<b>975.00</b>
3. 20,000 or more but less than 30,000 students	<b>675.00</b>
4. 10,000 or more but less than 20,000 students	<b>375.00</b>
5. 5,000 or more but less than 10,000 students	<b>225.00</b>
6. 1,000 or more but less than 5,000 students	<b>75.00</b>
7. Below 300 students	<b>37.50</b>





### Garbage service fees on multiple business

Where there are two or more kinds of business subject to the garbage service fees, conducted in the same place or place or establishment by the same owner or operator, the charges by the same owner or operator, the charges to be collected shall be that which has the highest rate among the business concerned plus twenty five percent (25%) thereof, provided that the total garbage fee shall not exceed seven thousand two hundred pesos (P7,200.00) per annum

Newly Established Business

*Computed proportionately to the quarterly charge*

### 147. Payment of Community Tax Certificate (CTC)

Individuals who are residents of Pasay City should pay at the City Treasurer's Office the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area.

<b>Office or Division:</b>	City Treasurer's Office (CTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	18 Years Old & above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Community Tax Certificate Form: - Community Certificate Tax Form - Details of the Form		CTO Client who is 18 years old and above		
Government issued Identification Card (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished CTC form to the assigned teller at the CTO payment counter, and pay	1. Collect payment and issue Community Tax Certificate (CTC).	<i>Please refer to the computation below</i>	5 Minutes	<i>Business Tax Tellers 5-12 (CTO)</i>



the fees due.			
<b>TOTAL:</b>			5 Minutes

DATE OF ISSUANCE	CEDULA (CTC) UNEMPLOYED
JANUARY	PHP 20.00
FEBRUARY	PHP 20.00
MARCH	PHP 21.20
APRIL	PHP 21.60
MAY	PHP 22.00
JUNE	PHP 22.40
JULY	PHP 22.80
AUGUST	PHP 23.20
SEPTEMBER	PHP 23.60
OCTOBER	PHP 24.00
NOVEMBER	PHP 24.40
DECEMBER	PHP 24.80

**COMMUNITY TAX CERTIFICATE (EMPLOYED)** – Annual basic tax of PHP 5.00 plus PHP 1.00 for every PHP 1,000.00, but in no case shall the additional tax exceed PHP 5,000.00

**COMMUNITY TAX CERTIFICATE (CORPORATION)** – Annual community tax of PHP 500.00 and annual additional tax of PHP 2.00 for every PHP 5,000.00 of gross receipts or earnings. Additional community tax shall not exceed PHP 10,000.00.



## 148. Payment of Geronimo Homeowners Association Amortization Fees for Awarded Government Lots

The Urban Development and Housing Office processes the payment of Geronimo Homeowners Association amortization fees for awarded government lots by those who are:

- A. Occupying Government Land
- B. Living along danger zone
- C. Occupying private property turned over to Pasay City Government
- D. Occupying private property with pending case ejection turned over to Pasay City Government
- E. For those affected infrastructure project of the City Government

<b>Office or Division:</b>	Urban Development & Housing Office (UDHO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Members of the Homeowner's Association			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Registration with the Housing Land Use and Regulatory Board (1 photocopy)		Housing Land Use and Regulatory Board (HLURB)		
Copy of Constitution & By-laws (1 photocopy)		HLURB		
List of Association's Board of Directors/Officers and Members. (1 photocopy)		Homeowner's Association		
Copy Accreditation with the City Council – LGU and Presidential Commission for the Urban Poor (PCUP) (1 photocopy)		PCUP & City Secretariat Office		
Pertinent document/s relative to the community association activities to acquire the lot they currently occupy or letter requesting for assistance such as: <ul style="list-style-type: none"> <li>- Court Order (1 photocopy)</li> <li>- TCT Title (1 photocopy)</li> <li>- Pre-Demolition Conference Certification (1 photocopy)</li> </ul>		Metropolitan Trial Court (MTC), and Regional Trial Courts (RTC) Registry of Deeds (RD) Presidential Commission for the Urban Poor (PCUP)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to the assigned Clerk at the UDHO.	1. Evaluate and verify the completeness and veracity of submitted	None	2 Minutes	RUEL E. TENGCO <i>Administrative Aide II</i> (UDHO)  BILLY Q. RODA



	requirements.			<i>Administrative Aide II (UDHO)</i>
2. Submit the previous issued official receipt (OR) from the Geronimo Home Owners Association to the assigned staff of UDHO.	2. Issue the Order of Payment to the client.	None	2 Minutes	FERNANDO E. RIVERA <i>Administrative Aide IV (UDHO)</i>  BILLY Q. RODA <i>Administrative Aide II (UDHO)</i>
3. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees.	3. Issue Official receipt (OR) to the client.	Please see table below re: schedule of fees	15 Minutes	<i>Teller (CTO)</i>
4. Return to the UDHO and present the original and photocopies of OR.	4. Record the payment and receive the photocopy of OR.  4.1 Return the original copy of OR to the Client.	None	2 Minutes	FERNANDO E. RIVERA <i>Administrative Aide IV (UDHO)</i>  BILLY Q. RODA <i>Administrative Aide II (UDHO)</i>
<b>TOTAL:</b>		Please see table below re: schedule of fees	21 Minutes	



### Geronimo Homeowners Association Schedule of Fees

Lot No. (ALL 284)	LOT SIZE	TCT NO.	DOWN PAYMENT MADE AND PAID (5% of the Lot price)	PURCHASE PRICE	TOTAL CONTRACT (Purchase price + 9% interest annually for 15 years)	UNPAID BALANCE	MONTHLY AMORTIZATION	NAME OF GRANTEE
B1	58	003-2012 0004 03	PHP 14,500	PHP 290,000	PHP 529,447.16	PHP 246,028.70	PHP 2,860.82	MYRNA M. SAYO
B2	38	003-2012 0004 04	PHP 9,500	PHP 190,000	PHP 346,879.17	PHP 217,419.14	PHP 1,874.33	ROMELL STA. MARIA
B3	36	003-2012 0004 05	PHP 9,000	PHP 180,000	PHP 328,622.37	PHP 175,016.53	PHP 1,775.68	ALFREDO ARGUELLES
B4	35	003-2012 0004 06	PHP 8,750	PHP 175,000	PHP 319,493.97	-	PHP 1,726.36	RENATO A. MATEUM
B5	23	003-2012 0004 07	PHP 5,750	PHP 115,000	PHP 209,953.18	PHP 91,891.64	PHP 1,134.36	ALVIN A. REYES
B6	23	003-2012 0004 08	PHP 5,750	PHP 115,000	PHP 209,953.18	PHP 163,362.62	PHP 1,134.36	SALVADOR R. REYES
B9	20	003-2012 0004 11	PHP 5,000	PHP 100,000	PHP 182,567.99	PHP 7,970.53	PHP 1,992.50	EDUARDO G. MAGBANUA
B10	143	003-2012 0004 12	PHP 35,750	PHP 715,000	PHP 1,305,361.09	PHP 613,704.99	PHP 7,053.00	ARMIDA CERDEÑA
B11	44	003-2012 0004	PHP 11,000	PHP 220,000	PHP 401,649.59	PHP 230,348.57	PHP 2,170.28	CATHERINE L. LAGADA



		13						
B12	42	003-2012 0004 14	PHP 10,500	PHP 210,000	PHP383,392.77	PHP 296,007.09	PHP 2,071.63	ANA-BELLE S. PITEL
B13	31	003-2012 0004 15	PHP 7,750	PHP 155,000	PHP 282,980	PHP 275,230.38	PHP 1,529.06	Right of Way
B14	26	003-2012 0004 16	PHP 6,500	PHP 130,000	PHP 327,338.38	PHP 230,838.38	PHP 1,282.44	Right of Way
B15	39	003-2012 0004 17	PHP 9,750	PHP 195,000	PHP 356,007.57	PHP 346,257.57	PHP 1,923.65	Right of Way

*Per Approved Resolution No. 3574 Series of 2015 of the Pasay City Sangguniang Panlungsod.*

\* MARCH 2017 STARTED PAYMENT OF THE GRANTEE

\* Updated accounts as of December 31, 2024

## 149. Payment of Occupational/Professional Tax Receipt

Individuals who are exercising their profession within the jurisdictional area of Pasay City should pay at the City Treasurer's Office the necessary dues arising therefrom.

<b>Office or Division:</b>	City Treasurer's Office (CTO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
<b>Who may avail:</b>	All Licensed Professionals
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
New:	
Professional License (Original Copy)	Professional Regulation Commission (PRC)/ Integrated Bar of the Philippines (IBP)
Renewal:	
Previously issued official receipt (1 Original)	Licensed Professional
Professional License (Original Copy)	Professional Regulation Commission (PRC)/ Integrated Bar of the Philippines (IBP)



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Professional License and previously issued official receipt for the prior year to the assigned teller at the CTO payment counter, and pay the fees due.	1. Issue Occupational/ Professional Tax Receipt to the client.	<i>Please refer to the table of fees below</i>	5 Minutes	<i>Business Tax Tellers 5-12 (CTO)</i>
<b>TOTAL:</b>			5 Minutes	

<b>DATE OF ISSUANCE</b>	<b>OCCUPATIONAL TAX (PTR)</b>
<b>JANUARY</b>	<b>PHP 300.00</b>
<b>FEBRUARY</b>	<b>PHP 390.00</b>
<b>MARCH</b>	<b>PHP 397.50</b>
<b>APRIL</b>	<b>PHP 405.00</b>
<b>MAY</b>	<b>PHP 412.50</b>
<b>JUNE</b>	<b>PHP 420.00</b>
<b>JULY</b>	<b>PHP 427.50</b>
<b>AUGUST</b>	<b>PHP 435.00</b>
<b>SEPTEMBER</b>	<b>PHP 442.50</b>
<b>OCTOBER</b>	<b>PHP 450.00</b>
<b>NOVEMBER</b>	<b>PHP 457.50</b>
<b>DECEMBER</b>	<b>PHP 465.00</b>



## 150. Payment of Other Local Taxes, Fees, and Charges

The City Treasurer's Office collects the payment of other local taxes, fees, and charges, which vary according to the specific tax or fee being settled. Some taxes have fixed rates, others are percentages, but basically, these are all based on the Pasay City Revenue Code.

<b>Office or Division:</b>	City Treasurer's Office (CTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment		Issuing Office of Pasay City Government		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Order of payment to the assigned teller at the payment counter of CTO, and pay the fees due.	1. Issue official receipt to the client.	<i>Please refer to the table of fees below</i>	5 Minutes	<i>Business Tax Tellers 5-12 (CTO)</i>
TOTAL:			5 Minutes	

### Police Clearance Fees

a) Local	PHP 20.00
b) For Firearms Permit	PHP 200.00
c) For Change of Name	PHP 200.00
d) For Passport/Visa Application (Abroad)	PHP 200.00
e) For Filipino Citizenship Application	PHP 1,000.00





### Other Fees

<b>Certification Fee</b>	<b>PHP 40.00</b>
<b>Certified True Copy</b>	<b>PHP 40.00</b>
<b>Verification Fee</b>	<b>PHP 40.00</b>
<b>Computerization Fee</b>	<b>PHP 20.00</b>
<b>Application Fee</b>	<b>PHP 40.00</b>

## 151. Payment of Penalties

The City Treasurer's Office is in charge of collecting payments of penalties due to violations of existing ordinances.

<b>Office or Division:</b>	City Treasurer's Office (CTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ordinance Violation Receipt (OVR) (1 original)		Concerned Department/Office, City Government of Pasay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Ordinance Violation Receipt (OVR) to assigned teller at the payment counter of CTO and pay corresponding charges.	1. Issue official receipt to the taxpayer.	Depending on the amount stated in the OVR	5 Minutes	MA. ANGELICA B. LERIT <i>Revenue Collection Clerk II</i> (CTO)
<b>TOTAL:</b>			5 Minutes	

## 152. Payment of Real Property Taxes

- ❖ Annual Real Property Tax dues of Land, Buildings and Machineries must be paid by the persons having legal interest over the Real Properties.



- ❖ Real Property Tax payments were made/collected at the Real Property Tax Division of the City Treasurer's Office, Ground Floor, Pasay City Hall Building.
- ❖ Real Property Taxpayers may opt to pay in an annual or quarterly basis.
- ❖ Advance Payments are granted discounts.

### QUARTERLY DEADLINES OF PAYMENT

<b>1<sup>st</sup> Quarter</b>	On or before March 31
<b>2<sup>nd</sup> Quarter</b>	On or before June 30
<b>3<sup>rd</sup> Quarter</b>	On or before September 30
<b>4<sup>th</sup> Quarter</b>	On or before December 31

<b>Office or Division:</b>	City Treasurer's Office (CTO)/Real Property Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business			
<b>Who may avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal/Representative</b>				
Latest Real Property Tax Declaration (1 photocopy)		City Assessor's Office		
Latest Real Property Tax Payment/Official Receipt (1 photocopy)		Real Property Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements at the RPT Division, CTO.	1. Verify submitted document, print, sign and issue Real Property tax bill.	None	3 Minutes	MA. THELMA G. FORDAN <i>Tax Mapping Aide,</i> (CTO)
2. Present tax bill to assigned teller at the payment counter, and pay real property tax due.	2. Issue official receipt to the taxpayer.	<i>Please refer to the formula and table of fees below</i>	5 Minutes	<i>Land Tax Tellers</i> 1 – 4 (CTO)
<b>TOTAL:</b>			8 Minutes	



## TAXES:

- **Basic Real Property** = Fair Market Value x Assessment Level x Basic Tax Rate
  - **Residential 1.5%**
  - **Commercial 2.0%**
- **Additional Tax (Special Education Fund (SEF))** = Fair Market Value x Assessment Level x 1.00%

## FAIR MARKET VALUE:

- Based on the Schedule of Fair Market Values proposed by the City Assessor and approved by the Sangguniang Panlungsod. Ordinance No. 5754, s-2016 dated October 27, 2016

## ASSESSMENT LEVEL:

### ON LAND

Type	Assessment Level
• Residential	20%
• Agricultural	40%
• Commercial	50%
• Industrial	50%

### ON BUILDING AND OTHER STRUCTURES:

Fair Market Value	Assessment Level			
	Residential	Agricultural	Commercial/ Industrial	Timberland
PHP 175,000.00 – PHP 300,000.00	10%	25%	30%	45%
PHP 300,000.00 – PHP 500,000.00	20%	30%	35%	50%
PHP 500,000.00 – PHP 750,000.00	25%	35%	40%	55%
PHP 750,000.00 – PHP 1,000,000.00	30%	40%	50%	60%
PHP 1,000,000.00 –	35%	45%	60%	65%



PHP 2,000,000.00				
PHP 2,000,000.00 – PHP 5,000,000.00	40%	50%	70%	70%
PHP 5,000,000.00 – PHP 10,000,000.00	50%		75%	
PHP 10,000,000.00	60%		80%	

### DISCOUNT AND PENALTIES:

<ul style="list-style-type: none"> <li>Prompt payment (paid on or before the Deadline)</li> </ul>	<ul style="list-style-type: none"> <li>- 6.5% discount is given if paying for the whole current year and payment is made in January</li> <li>- If paying quarterly, 5% discount is given in the first month of the quarter</li> </ul>
<ul style="list-style-type: none"> <li>Advance payment (if real property tax for the ensuing year/s is paid on or before October 31 or November or December of the current year)</li> </ul>	<ul style="list-style-type: none"> <li>- 15% discount is given if paid on or before October 31</li> <li>- 10% discount is given if paid in the months of November or December</li> </ul>
<ul style="list-style-type: none"> <li>Failure to pay tax</li> </ul>	<ul style="list-style-type: none"> <li>- 2% interest per month of the unpaid amount or fraction thereof, but total interest shall not exceed 36 months or equivalent to a maximum of 72%</li> </ul>

### 153. Payment of Transfer Taxes

Transfer Taxes are paid for transactions involving transfer of ownership of real property. The transfer tax should be paid within 60 days from the date of execution of the deed at the City Treasurer's Office, as regards sale, barter, donation or any mode of transferring ownership, or from the date of the decedent's death, in case of transfer of succession.

<b>Office or Division:</b>	City Treasurer's Office (CTO)/Real Property Tax Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
<b>Who may avail:</b>	Real Property Owners



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Principal:</b>	
Certified true copy of Real Property Tax Declaration (1 original and 1 photocopy)	City Assessor's Office
Deed of Sale, Donation, Exchange, Judicial/Extra-Judicial Settlement. Affidavit of Consolidation, or any applicable document proving transfer of property ownership (1 original and 1 photocopy)	Real Property Owner
Community Tax Certificate of the previous owner and the TAXPAYER (1 original)	CTO
Certificate Authorizing Registration (CAR) (1 original and 1 photocopy)	Bureau of Internal Revenue
Land Title (1 original and 1 photocopy)	Registry of Deeds
If right to the property has been issued by the National Housing Authority, Certificate of Tax Exempt (1 original and 1 photocopy)	National Housing Authority
Government issued Identification Card (1 original and 1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
<b>Representative:</b>	
Special Power of Attorney (SPA) or Notarized Authorization Letter (1 original and 1 photocopy)	Person Represented (Real Property Tax Owner)
Government issued Identification Card of the person represented and the representative (1 original and 1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Certified true copy of Real Property Tax Declaration (1 original and 1 photocopy)	City Assessor's Office
Deed of Sale, Donation, Exchange, Judicial/Extra-Judicial Settlement. Affidavit of Consolidation, or any applicable document proving transfer of property ownership (1 original and 1 photocopy)	Person Represented (Real Property Tax Owner)
Community Tax Certificate of the previous owner and the TAXPAYER (1 original)	CTO
Certificate Authorizing Registration (CAR) (1 original and 1 photocopy)	Bureau of Internal Revenue
Land Title (1 original and 1 photocopy)	Registry of Deeds
If right to the property has been issued by the National Housing Authority, Certificate	National Housing Authority



of Tax Exempt (1 original and 1 photocopy)				
TAXPAYER STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to assigned personnel at the Real Property Tax Division of CTO.	1. Review submitted requirements/ documents and assess tax due then issue order of payment to the taxpayer.	None	3 Minutes	EDILBERTO D. RODELAS <i>Administrative Assistant I</i> (CTO)
2. Present Order of Payment to assigned teller at the payment counter of CTO, and pay corresponding tax due.	2. Issue official receipt to the taxpayer.	75% of 1% of total consideration or fair market value, whichever is higher	5 Minutes	<i>Land Tax Tellers 1-4</i> (CTO)
3. Return to the Real Property Tax Division of CTO and present official receipt to the assigned personnel.	3. Prepare and issue Transfer Tax Clearance Certificate to the taxpayer.	None	7 Minutes	EDILBERTO D. RODELAS <i>Administrative Assistant I</i> (CTO)
<b>TOTAL:</b>		75% of 1% of total consideration or fair market value, whichever is higher	15 Minutes	

#### 154. Post Abattoir Inspection (Monitoring of Illegal Entry of Meat Product/Hot Meat and Double Dead Meat)

Post abattoir inspections are usually done early morning when all meat traders are delivering their goods to the markets. It is the duty of City Veterinarian's Office meat inspectors under the direct supervision of the City Veterinarian, to inspect all meat coming from different slaughterhouses and



see to it that the meat is properly handled. Meat traders should present all pertinent documents specially the meat inspection certificate.

<b>Office or Division:</b>	City Veterinarian's Office (CVO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Meat Traders delivering their goods to the markets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Meat Inspection Certificate (1 original)		Registered Slaughterhouse		
<b>Representative</b>				
Meat Inspection Certificate (1 original)		Registered Slaughterhouse		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Meat Inspection Certificate to the duty personnel of the CVO at the market.	1. Verify and check all data written in meat inspection certificate.	None	20 Minutes	ANGELITO W. INOCENTES <i>Pound Keeper II</i> (CVO)  JOEL F. GALES <i>Administrative Aide III</i> (CVO)  ANTONIO B. PALACIOS JR. <i>Pound Keeper I</i> (CVO)
<b>TOTAL:</b>		None	20 Minutes	

### 155. Processing Letter Referrals from the Civil Service Commission Contact Centre ng Bayan

The Human Resource Management and Development Office processes all letter referrals coursed through Civil Service Commission's Contact Center ng Bayan (CSC-CCB).

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ticket Reference Number		Contact Center ng Bayan of CSC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Dial 1-6565 or 0908-	1. Provide a	None	5 Minutes	<i>Agent</i>



<p>8816565, and state your concern/s to the agent from the CSC-CCB.</p> <p>Or</p> <p>Send your concern/s via email@contactcenterngbayan.gov.ph.</p>	<p>Ticket Reference Number on the received client concern, and forward it thru e-mail to the focal person/s of the concerned agency.</p>			<p>(CSC-CCB)</p>
<p>2. Follow up on the status of your concern/s to the HRMDO using the Ticket Reference Number provided by the CSC-CCB.</p>	<p>2. Acknowledge and refer the received ticket referral to the concerned department/ office or person/s.</p>	<p>None</p>	<p>30 Minutes</p> <p>Period for the concerned department/ office/s or person/s to reply on the client concern/s – 2 Days</p>	<p>JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)</p>
<p>3. Wait for your concern/s to be processed by the HRMDO based on the given timeframe thereof.</p>	<p>3. Perform necessary action/s on the referred letter referral:</p> <p>a. For Anonymous caller/s - recommend for the closing of the ticket upon receipt of appropriate response from the</p>		<p>10 Minutes</p>	<p>JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)</p>





	<p>concerned department/ office/s or person/s.</p> <p>b. For caller/s with name and/or contact information - recommend for the closing of the ticket upon receipt of appropriate response from the concerned department/ office/s or person/s; and inform the caller of the concrete and specific action undertaken by the City Government of Pasay.</p>			
<b>TOTAL:</b>		None	2 Days and 45 Minutes	

### 156. Processing of Appeals on Real Property Tax (RPT) Assessment and Collection

Afford resolution to question validity or correctness of the assessment and collection of Real Property Tax (RPT) thru filing of petition at the Local Board of Assessment Appeals (LBAA).

<b>Office or Division:</b>	Local Board of Assessment Appeals (LBAA)
<b>Classification:</b>	Highly Technical



<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Owner or person having legal interest			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Petition under oath (5 original)		Document Owner		
Tax Declaration (1 original)		Assessor's Office		
Affidavits or documents submitted in support thereof (1 original)		Document Owner		
Government Issued ID Card (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC		
<b>Representative</b>				
Special Power of Attorney (1 original)		Document Owner		
Petition under oath (5 original)		Document Owner		
Tax Declaration (1 original)		Assessor's Office		
Affidavits or documents submitted in support thereof (1 original)		Document Owner		
Government Issued ID Card (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File the petition together with supporting papers at the LBAA.	1. Receive the petition, assign the case number and issue order of payment to the client.	None	10 Minutes	MILAGROS C. MUNAR <i>Administrative Aide I</i> (LBAA)  ARTHUR P. DE JESUS <i>Administrative Aide I</i> (LBAA)  MARIA LUISA B. PASCO <i>Board Secretary I</i> (LBAA)
2. Proceed to the City Treasurer's Office for payment of the required filing fees.	2. Issue Official Receipt (OR) based on submitted order of payment from LBAA	Amount of disputed Realty Tax Assessment Involved and its corresponding filing fees due:  less than	5 Minutes	<i>Teller</i> (CTO)



		PHP 50,000- PHP 300		
		PHP 50,000 or more but less than PHP 200,000- PHP 450		
		PHP 200,000 or more but less than PHP 400,000- PHP 600		
		PHP 400,000 or more but less than PHP 600,000- PHP 800		
		PHP 600,000 or more but less than PHP 800,000- PHP 1,000		
		PHP 800,000 or more but less than PHP 1M- PHP 1,200		
		P1M or more but less than PHP 2M- PHP 2,100		
		PHP 2M or more but less than PHP 3M- PHP 3,000		
		PHP 3M or		



		<p>more but less than PHP 4M- PHP 3,900</p> <p>PHP 4M or more but less than PHP 5M- PHP 4,800</p> <p>PHP 5M or more but less than PHP 6M- PHP 5,700</p> <p>PHP 6M or more but less than PHP 7M- PHP 6,600</p> <p>PHP 7M or more but less than PHP 8M- PHP 8,400</p> <p>PHP 8M or more but less than PHP 9M- PHP 9,300</p> <p>PHP 9M or more but less than PHP 10M- PHP 10,200</p> <p>PHP 10M or more- PHP 10,200 for the first PHP 10M plus PHP 100 for every PHP 100,000 or fraction thereof, in excess of</p>		
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		<p>PHP 10M. In no case, however, shall the total fees exceed PHP 12,000 per case.</p> <p>(Legal Fees- Sec. 1, Rule V of 2016 Consolidated and Revised Rules of Procedure before the LBAA and CBAA)</p>		
<p>3. Present and submit the photocopy of OR to the LBAA.</p>	<p>3. Attach the copy of the OR to its records; issue an order to respondent advising to file an answer; and set the case for hearing with both parties.</p>	<p>None</p>	<p>15 Days</p>	<p>MILAGROS C. MUNAR <i>Administrative Aide I</i> (LBAA)</p> <p>ARTHUR P. DE JESUS <i>Administrative Aide I</i> (LBAA)</p> <p>MARIA LUISA B. PASCO <i>Board Secretary I</i> (LBAA)</p>
<p>4. Monitor case decision</p> <p>4.1 Attend preliminary conference or clarificatory hearings at the LBAA.</p>	<p>4. Act on case decision</p> <p>4.1 Recommend possible amicable settlement, if not markings of exhibits or evidence then submit the case for decision to the</p>	<p>None</p>	<p>120 Days</p>	<p>MARIA LUISA B. PASCO <i>Board Secretary I</i> (LBAA)</p>



<p>4.2 Wait for the release of the case decision from the LBAA.</p>	<p>Chairman and Members of the LBAA.</p> <p>4.2 Issue the notice of case decision to both parties.</p>			
<p>5. Receive the case decision from the LBAA.</p>	<p>5. Transmit the complete original records of the case to the Central Board.</p>	<p>None</p>	<p>10 Days</p>	<p>MARIA LUISA B. PASCO <i>Board Secretary I</i> (LBAA)</p>
	<p><b>TOTAL:</b></p>	<p>Amount of disputed Realty Tax Assessment Involved and its corresponding filing fees due:</p> <p>less than PHP 50,000- PHP 300</p> <p>PHP 50,000 or more but less than PHP 200,000- PHP 450</p> <p>PHP 200,000 or more but less than PHP 400,000- PHP 600</p> <p>PHP 400,000 or more but less than PHP 600,000- PHP 800</p>	<p>145 Days and 15 Minutes</p>	



		<p>PHP 600,000 or more but less than PHP 800,000- PHP 1,000</p> <p>PHP 800,000 or more but less than than PHP 1M- PHP 1,200</p> <p>PHP 1M or more but less than than PHP 2M- PHP 2,100</p> <p>PHP 2M or more but less than than PHP 3M- PHP 3,000</p> <p>PHP 3M or more but less than than PHP 4M- PHP 3,900</p> <p>PHP 4M or more but less than than PHP 5M- PHP 4,800</p> <p>PHP 5M or more but less than than PHP 6M- PHP 5,700</p> <p>PHP 6M or more but less than than PHP 7M- PHP 6,600</p> <p>PHP 7M or more but less</p>		
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		<p>than PHP 8M- PHP 8,400</p> <p>PHP 8M or more but less than PHP 9M- PHP 9,300</p> <p>PHP 9M or more but less than PHP 10M- PHP 10,200</p> <p>PHP 10M or more- PHP 10,200 for the first PHP 10M plus PHP 100 for every PHP 100,000 or fraction thereof, in excess of PHP 10M. In no case, however, shall the total fees exceed PHP 12,000 per case.</p> <p>(Legal Fees- Sec. 1, Rule V of 2016 Consolidated and Revised Rules of Procedure before the LBAA and CBAA)</p>		
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*“Service is covered under Section 229, Chapter III, Title II of Republic Act No. 7160 and Section 5, Rule III of 2016 Consolidated and Revised Rules of Procedures before the Local Board of Assessment Appeals and Central Board of Assessment Appeals”*





## 157. Processing of Documents for Payment of Basic Utilities

The Program is designed to provide information, assistance and support in the processing of documents for the payment of basic utility services (ie. Electricity, Water, Fuel, Telephone, Internet, Gasoline, etc.) incurred by the different departments/offices of the City Government including National Government Agencies assigned in the City.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2B – Government to Business			
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City (End-user) and Service Provider			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Service Provider:</b>				
Statement of Account (1 original and 3 photocopies)		<ul style="list-style-type: none"> <li>- Meralco</li> <li>- PLDT</li> <li>- Maynilad</li> <li>- Globe Telecom, Inc.</li> <li>- Innove Communications, Inc.</li> <li>- Federal Brent Retail, Inc.</li> </ul>		
Gasoline Slip and Sales Invoice (1 original), if applicable		Federal Brent Retail, Inc.		
<b>End-user:</b>				
Signed Obligation Request (2 original and 2 duplicate)		Department/Office/NGA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements at the receiving counter of GSO.	1. Receive requirements and check as to completeness and authenticity of submitted documents.	None	5 Minutes	FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer</i> (GSO)
	1.1 Prepare Summary of SOA.	None	30 Minutes	EVELYN G. ALEGRE <i>Administrative Officer III</i> (GSO)
	1.2 Endorse copy of SOA to the end-user for preparation of	None	15 Minutes	ARMAND D. RIVERA <i>Administrative Officer II</i> (GSO)



	Obligation Request.			
2. Submit the approved Obligation Request to the GSO.	2. Receive and verify the submitted Obligation Request against the SOA.	None	5 Minutes	FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer (GSO)</i>
	2.1 Finalize the Summary of SOA, prepare the Disbursement Voucher and endorse the same to the Office of the City Accountant for appropriate action.	None	5 Minutes	EVELYN G. ALEGRE <i>Administrative Officer III (GSO)</i>  ARMAND D. RIVERA <i>Administrative Officer II (GSO)</i>
3. Follow up the status of payment.	3. Check the status of the prepared Disbursement Voucher and inform the Service Provider once cheque is available.	None	5 Minutes	FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer (GSO)</i>  EVELYN G. ALEGRE <i>Administrative Officer III (GSO)</i>  ARMAND D. RIVERA <i>Administrative Officer II (GSO)</i>
<b>TOTAL:</b>		None	1 Hour and 5 Minutes	

### 158. Processing Hotline 8888 Ticket Referrals

The Human Resource Management and Development Office processes all ticket referrals coursed through the 8888 Citizen's Complaint Hotline of the Office of the President.



<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ticket Reference Number		8888 Citizens' Complaint Center, Office of the President		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Dial 8888 and state your concern/s to the agent from the 8888 Citizen's Complaint Center, Office of the President.	1. Provide the complainant with a ticket reference number that shall be used to track the complaint to the concerned agency.	None	5 Minutes	<i>Agent</i> (8888 Citizens' Complaint Center, Office of the President)
2. Follow up on the status of your concern/s to the HRMDO using the Ticket Reference Number provided by the agent from the 8888 Citizen's Complaint Center, Office of the President.	2. Acknowledge and refer the received ticket referral to the concerned department/office/s or person/s.	None	30 Minutes  Period for the concerned department/ office/s or person/s to reply on the client concern/s – 1 Day and 15 Minutes	JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)
3. Wait for your concern/s to be processed by the HRMDO based on the given timeframe thereof.	3. Perform necessary action/s on the referred ticket referral:  3.1 For Anonymous caller/s -	None	10 Minutes	JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)



	<p>recommend for the closing of the ticket upon receipt of appropriate response from the concerned department/ office/s or person/s.</p> <p>3.2 For caller/s with name and/or contact information - recommend for the closing of the ticket upon receipt of appropriate response from the concerned department/ office/s or person/s; and inform the caller of the concrete and specific action undertaken by the City Government of Pasay.</p>			
<b>TOTAL:</b>		None	2 Days	

### 159. Processing Terminal Leave Benefits (TLB)

Qualified would-be separated or separated employees of City Government of Pasay may process their TLB at the Human Resource Management and Development Office.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizen	
<b>Who may avail:</b>	Current and Former Employees of the City Government	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Request letter (1 original)	TLB Claimant	



Government issued Identification Card (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance ( <i>if a former Pasay City General Hospital employee</i> ) (1 original)	Pasay City General Hospital
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment (1 photocopy for each issuance of appointment)	HRMDO
Latest Statement of Assets, Liabilities ( <i>except for deceased claimant/s</i> ) (3 photocopies)	Claimant of TLB
Death Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)
Birth Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)
Marriage Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)
<b>Representative</b>	
Special Power of Attorney	Person Represented (TLB Claimant)
Government issued Identification Card of the person represented (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Government issued Identification Card of the representative (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Request letter (1 original)	Person Represented (TLB Claimant)
Government issued Identification Card (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance ( <i>if a former Pasay City General Hospital employee</i> ) (1 original)	Pasay City General Hospital
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment (1 photocopy for each issuance of appointment)	HRMDO
Latest Statement of Assets, Liabilities ( <i>except for deceased claimant/s</i> ) (3 photocopies)	Claimant of TLB
Death Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)
Birth Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)



Marriage Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements for TLB application to the Frontline Service Section of the HRMDO.	1. Upon receipt of complete documentary requirements, issue a transaction stub to the client.  1.1 Advise the client to make a follow-up on the status of TLB application after two (2) weeks.	None	5 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)  SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)  FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)  LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)
2. Keep the transaction stub and wait for the application to be processed by the HRMDO-Compensation and Benefits Division.	2. Compute the leave credits summary and prepare the request for Allotment Release Order (ARO).	None	20 Minutes	KATHERINE D. COSTALES <i>Senior Administrative Assistant II</i> (HRMDO)  ANNALIZA M. MONTALBAN <i>Senior Administrative Assistant V</i> (HRMDO)
	2.1 Sign the printed request for ARO.	None	10 Minutes	ATTY. MAVERICK S. SEVILLA <i>City Government Department Head II</i> (HRMDO)
	2.2 Forward the			KATHERINE D.



	<p>signed request for ARO to the office of the concerned Appointing Authority for approval thereof; after which, to the City Budget Office (CBO) for the preparation of ARO.</p>	None	10 Minutes	<p>COSTALES <i>Senior Administrative Assistant II</i> (HRMDO)</p> <p>ANNALIZA M. MONTALBAN <i>Senior Administrative Assistant V</i> (HRMDO)</p>
	<p>2.3 Approve the forwarded request for TLB Application and prepare the ARO thereof.</p>	None	Approval period of request – 7 days	<p>ATTY. PETER M. MANZANO <i>City Administrator/ Authorized Signatory for Offices under Executive Department</i> (City Administrator's Office)</p> <p>or</p> <p>HON. IMELDA CALIXTO-RUBIANO <i>City Mayor/ Appointing Authority for Offices under Executive Department</i> (Office of the City Mayor)</p> <p>or</p> <p>HON. ATTY. WALDETRUDES S. DEL ROSARIO</p>



	<p>2.4 Prepare and sign the ARO for the TLB application and forward it to the Office of the concerned Appointing Authority for his/her signature.</p>	None	30 Minutes (Within the day)	<p><i>City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)</i></p> <p><i>CBO Personnel (CBO)</i></p>
	<p>2.5 Sign the ARO.</p>	None	3 Days	<p>ATTY. PETER M. MANZANO <i>City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office)</i></p> <p>or</p> <p>HON. IMELDA CALIXTO-RUBIANO <i>City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)</i></p> <p>or</p>





				<p>HON. ATTY. WALDETRUDES S. DEL ROSARIO <i>City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)</i></p>
	2.6 Return the signed ARO to the HRMDO.	None	5 Minutes	CBO Personnel (CBO)
	2.7 Prepare the voucher and ALOBS to be attached to the other TLB documents.	None	50 Minutes	<p>ARMAN JAY O. ADORA <i>Administrative Officer II (HRMDO)</i></p> <p>KATHERINE D. COSTALES, <i>Senior Administrative Assistant II, (HRMDO)</i></p>
3. Make a follow-up with regard to the approval of request for TLB application.	3. Advise the client on the request status and process the TLB application.	None	5 Minutes	KATHERINE D. COSTALES <i>Senior Administrative Assistant II (HRMDO)</i>
	3.1 Sign the voucher attached to the TLB application.	None	10 Minutes	ATTY. MAVERICK S. SEVILLA <i>City Government Department Head II (HRMDO)</i>
			Waiting period prior to return of the client to	



			the HRMDO – 7 Days	
4. Present the transaction stub to the HRMDO and claim the printed ALOBs and voucher from the HRMDO-Compensation and Benefits Division.	4. Release the printed ALOBs and voucher to be signed by concerned Department Heads.	None	5 Minutes	KATHERINE D. COSTALES, <i>Senior Administrative Assistant II</i> , (HRMDO)
5. Secure the completeness of signatures from the concerned Department Heads of the City Government of Pasay.	5. Act and sign on the printed TLB application.	None	3 Days	<p><i>Concerned Department Heads (Concerned Department/ Office/s of Pasay City Government)</i></p> <p>ATTY. PETER M. MANZANO <i>City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office)</i></p> <p>or</p> <p>HON. IMELDA CALIXTO-RUBIANO <i>City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)</i></p> <p>or</p> <p>HON. ATTY. WALDETRUDES</p>



				S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)
6. Proceed to the City Treasurer's Office (CTO) and wait for the release of check re: your TLB.	6. Release the check to the client.	None	5 Minutes	Clerk, (Cash Division, CTO)
<b>TOTAL:</b>		None	20 Days, 2 Hours and 35 Minutes	

## 160. Processing Walk-In Complaints

The Human Resource Management and Development Office processed walk-in complaints referred by the general public to the City Government of Pasay.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled out complaint form (1 original) - Complaint Form - Information to be indicated in the form		HRMDO Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the filled out complaint form to the HRMDO and present yourself for an interview with regard to your	1. Receive the complaint form and proceed with the interview process.  1.1 Confirm with the	None	15 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)



concern/s.	<p>complainant the details provided in the form.</p> <p>1.2 Let the complainant state his/her concern/s.</p> <p>1.3 Determine the personnel being complained along with the service that must be delivered.</p> <p>1.4 Advise the complainant on the succeeding process that will be undertaken thereof.</p>			
2. Wait for your complaint to be processed by the HRMDO.	2. Prepare a summary of the complaint, and issue a memorandum directing the respondent (employee being complained) to submit a notarized response, copy furnish the complainant, within forty-eight (48) hours upon receipt thereof.	None	<p>4 Hours</p> <p>Response time for the respondent: 2 Days</p>	<p>JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)</p> <p>ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II,</i> (HRMDO)</p>
3. Receive the copy of the notarized response	3. Upon receipt of the notarized response, summarize it and	None	<p>4 Hours</p> <p>Response</p>	JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i>



provided by the HRMDO.	issue a memorandum directing the complainant to comment thereof, within forty-eight (48) hours.		time for the complainant: 2 Days	(Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II,</i> (HRMDO)
4. Submit a comment on the received sworn-letter response within forty-eight (48) hours upon receipt thereof to the HRMDO.	<p>4. Decide on the referred complaint based on existing records thereof.</p> <p>4.1 Prepare decision on the complaint:</p> <p>a.) Prepare an agreement/ amicable settlement on the resolved complaint,</p> <p>or</p> <p>b.) In the absence of agreement/ amicable settlement, or if the complaint is not eligible for that, forward/ refer the complaint and other records thereof to the City Legal Office (CLO).</p>	None	1 Day	<p>JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)</p> <p>ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II,</i> (HRMDO)</p>
<b>TOTAL:</b>		None	6 Days and 15 Minutes	



## 161. Providing Updated Contact Number/s of All City Government Departments/Offices and National Offices in Pasay

Information with regard to the updated contact numbers of all City Government Departments/Offices and National offices in Pasay can be requested from the Public Information Office.

<b>Office or Division:</b>	Public Information Office (PIO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the PIO and ask for the updated contact number/s of any city government office or national office in Pasay.	1. Provide requested contact number from PIO directory to the caller.	None	5 Minutes	ARIEL T. GATCHALIAN <i>Assistant Information Officer (PIO)</i>
<b>TOTAL:</b>		None	5 Minutes	

## 162. Provision of Information and Data to End-Users

Pursuant to Local Government Code Article IV Section 476-b (3), City Government's information and data, which are vital and critical to the development of research projects and studies of various National Agencies, Local Barangay Units, Private Researchers, and students may formally coordinate and request such at the City Planning and Development Office (CPDO).

### ***For Simple Information/Data:***

<b>Office or Division:</b>	City Planning and Development Office (CPDO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government; G2C Government to Citizen	
<b>Who may avail:</b>	Other City Government Departments, National Agencies, Local Barangay Units, Private Researchers, and Students	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Duly signed request letter (1 original)	Requesting Party	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter, indicating the simple data, plans, basic profiles or general maps needed to the receiving section of CPDO.	1. Receive the copy of the request letter and record in the logbook and receiving database	None	5 Minutes	MARIAN M. MAGDALITA <i>Administrative Assistant I (CPDO)</i>
	1.1 Endorse the document to person-in-charge.	None	5 Minutes	JONATHAN DAVID B. JOMERO <i>Administrative Aide I (CPDO)</i>  JONATHAN DAVID B. JOMERO <i>Administrative Aide I (CPDO)</i>
	1.2 Process the request for simple data, plans, basic profiles or general maps, and provide the needed document.	None	3 Working days	CHRISTINE LANE M. BRILLANTES <i>Administrative Assistant I (CPDO)</i>  LAY-AR M. BALIZA <i>Supervising Administrative Officer (CPDO)</i>  MARIA A. LUNA <i>Planning Officer III (CPDO)</i>  NICK LLORENCE R. SANGALANG <i>Project Development Officer II (CPDO)</i>  RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>



	1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	None	1 Hour	LAY-AR M. BALIZA <i>Supervising Administrative Officer (CPDO)</i>  MARIA A. LUNA <i>Planning Officer III (CPDO)</i>  NICK LLORENCE R. SANGALANG <i>Project Development Officer II (CPDO)</i>  RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>
<b>TOTAL:</b>		None	3 Working Days, 1 Hour, and 10 Minutes	

**For Complex Data/Information:**

<b>Office or Division:</b>	City Planning and Development Office (CPDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C Government to Citizen			
<b>Who may avail:</b>	Other City Government Departments, National Agencies, Local Barangay Units, Private Researchers, and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed request letter (1 original)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter, indicating the complex data or thematic map needed to the receiving section of CPDO.	1. Receive the copy of the request letter and record in the logbook and receiving database.	None	5 Minutes	MARIAN M. MAGDALITA <i>Administrative Assistant I (CPDO)</i>  JONATHAN DAVID B. JOMERO <i>Administrative Aide I</i>





	1.1 Endorse the document to person-in-charge.	None	5 Minutes	(CPDO) JONATHAN DAVID B. JOMERO <i>Administrative Aide I</i> (CPDO)  CHRISTINE LANE M. BRILLANTES <i>Administrative Assistant I</i> (CPDO)
	1.2 Process the request for complex data or thematic map, and provide the needed document.	None	7 Working days	LAY-AR M. BALIZA <i>Supervising Administrative Officer (CPDO)</i>  MARIA A. LUNA <i>Planning Officer III (CPDO)</i>  NICK LLORENCE R. SANGALANG <i>Project Development Officer II (CPDO)</i>  RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>
	1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested	None	4 Hours	LAY-AR M. BALIZA <i>Supervising Administrative Officer (CPDO)</i>  MARIA A. LUNA <i>Planning Officer III (CPDO)</i>  NICK LLORENCE



	document/s to the client.			R. SANGALANG <i>Project Development Officer II (CPDO)</i>  RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>
<b>TOTAL:</b>		None	7 Working Days, 4 Hours and 10 Minutes	

**For Highly Technical or Analytical Data/Information:**

<b>Office or Division:</b>	City Planning and Development Office (CPDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government; G2C Government to Citizen
<b>Who may avail:</b>	Other City Government Departments, National Agencies, Local Barangay Units, Private Researchers, and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed request letter (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter, indicating the complex data or thematic map needed to the receiving section of CPDO.	1. Receive the copy of the request letter and record in the logbook and receiving database.	None	5 Minutes	MARIAN M. MAGDALITA <i>Administrative Assistant I (CPDO)</i>  JONATHAN DAVID B. JOMERO <i>Administrative Aide I (CPDO)</i>
	1.1 Endorse the document to person-in-charge.	None	5 Minutes	JONATHAN DAVID B. JOMERO <i>Administrative Aide I (CPDO)</i>  CHRISTINE LANE M. BRILLANTES



	1.2 Process the request for complex data or thematic map, and provide the needed document.	None	20 Working days	<i>Administrative Assistant I (CPDO)</i> LAY-AR M. BALIZA <i>Supervising Administrative Officer (CPDO)</i>  MARIA A. LUNA <i>Planning Officer III (CPDO)</i>  NICK LLORENCE R. SANGALANG <i>Project Development Officer II (CPDO)</i>  RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>
	1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	None	1 Working Day	LAY-AR M. BALIZA <i>Supervising Administrative Officer (CPDO)</i>  MARIA A. LUNA <i>Planning Officer III (CPDO)</i>  NICK LLORENCE R. SANGALANG <i>Project Development Officer II (CPDO)</i>  RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>
<b>TOTAL:</b>		None	21 Working	



		Days and 10 Minutes	
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### 163. Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents

A copy of a primary/original document that has been certified to prove that such is the true copy of the original document.

<b>Office or Division:</b>	City Prosecutor's Office (CPO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form or documents with case information ( 1 original copy)		CPO		
2. Valid government-issued identification card with photo (1 original copy)		Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit the request form together with ID to Docket Section for initial assessment.  *Make sure to secure the Order of Payment that will be issued.	1. Check the documentary requirements for completeness.	None	2 Minutes	<i>Receiving Staff</i> (Docket Section)
	1.1 Verify the status of the case.		10 Minutes	<i>Records Officer</i> (Docket Section)
	1.2 Issue the Order of Payment if the record is available.		2 Minutes	
	1.3 Start processing the request		10 Minutes	
2. Pay the required fees at	2. Accept the payment based	• For first three (3)	2 Minutes	<i>Cashier</i> (Docket Section)



<p>the Cashier by showing the Order of Payment.</p> <p>*Make sure to secure Official Receipt that will be issued upon payment.</p>	<p>on the Order of Payment.</p> <p>2.1 Issue the Official Receipt.</p>	<p>pages copy of documents PHP 75 pesos</p> <ul style="list-style-type: none"> <li>Succeeding pages PHP 2 per page</li> </ul>	<p>2 Minutes</p>	
<p>3. Return to the Docket Section for the processing and release of certification.</p>	<p>3. Check the Official Receipt.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Records Officer</i> (Records Section)</p>
<p>4. Receive the certification and sign in the logbook.</p>	<p>4. Issue the Certificate to the client.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Records Officer</i> (Records Section)</p>
<b>TOTAL:</b>		<ul style="list-style-type: none"> <li>For first three (3) pages copy of documents PHP 75 pesos</li> <li>Succeeding pages PHP 2 per page</li> </ul>	<p>32 Minutes</p>	

\*Schedule of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012.

## 164. Provision of Prosecutor's Clearance

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.



<b>Office or Division:</b>	City Prosecutor's Office (CPO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form or documents with case information (1 original copy)		CPO		
2. Valid government-issued identification card with photo (1 original copy)		Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit the request form together with ID to Docket Section for initial assessment.  * Make sure to secure the Order of Payment that will be issued.	1. Check the documentary requirements for completeness.	None	2 Minutes	<i>Receiving Staff</i> (Docket Section)
	1.1 Verify the status of the case.		5 Minutes	
	1.2 Assess and issue Order of Payment, if no pending case.		2 Minutes	
	1.3 Processing of the request		5 Minutes	<i>Records Officer</i> (Docket Section)
2. Pay the required fees at the Cashier by showing the Order of Payment.  * Make sure to secure Official Receipt (O.R) that will be issued upon payment.	2. Accept the payment based on the Order of Payment:	<ul style="list-style-type: none"> <li>• For Firearm License PHP 1,000</li> <li>• For Permit to Carry PHP 500</li> <li>• For Foreign Travel PHP 200</li> </ul>	2 Minutes	<i>Cashier</i> (Docket Section)



		<ul style="list-style-type: none"> <li>• For Retirement/ Resignation PHP 100</li> <li>• For Foreign Employment PHP 100</li> <li>• For Local Employment PHP 50</li> </ul>	2 Minutes	
	2.1 Issue the Official Receipt.			
3. Present the O.R. to the Docket Section.	3. Check the Official Receipt and process the request.	None	2 Minutes	<i>Records Officer/ Records Section</i>
4. Receive the clearance and sign in the logbook.	4. Issue the Certificate to the client.	None	2 Minutes	<i>Records Officer/ Records Section</i>
<b>TOTAL:</b>		<ul style="list-style-type: none"> <li>• For Firearm License PHP 1,000</li> <li>• For Permit to Carry PHP 500</li> <li>• For Foreign Travel PHP 200</li> <li>• For Retirement/ Resignation PHP 100</li> <li>• For Foreign</li> </ul>	22 Minutes	



	Employment PHP 100  • For Local Employment PHP 50		
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\*Scheduled of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012

## 165. Reassessment/Correction of Property Records

Real Property Owner/s who would like to reassess or correct assessments on their property records requests this service from the City Assessor's Office.

<b>Office or Division:</b>	City Assessor's Office (CAssrO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Property Owner/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Government Issued Identification Card (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU		
Letter request for Reassessment or Correction (1 original copy)		Property Owner		
Updated payment of Real Property Tax (1 photocopy)		City Treasurer's Office		
<b>Representative</b>				
Authorization letter/Special Power of Attorney (1 original copy)		Citizen or Client Being Represented		
Government Issued Identification Card of the person being represented (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID		
Government Issued Identification Card of the Representative (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID		
Letter request for Reassessment or Correction (1 original copy)		Person Represented (Property Owner)		
Updated payment of Real Property Tax (1 photocopy)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documentary requirements to the	1. Check and record submitted	None	10 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV





<p>assigned personnel of the City Assessor's Office-Administrative &amp; Assessment Records Management Division.</p>	<p>documents; and endorse it to the Deputy-in-Charge for assessment.</p> <p>1.1 Schedule the site inspection.</p>	<p>None</p>	<p>10 Minutes</p>	<p>(CAssrO)</p> <p>MA. INES A. ROBIN <i>Administrative Aide II</i> (CAssrO)</p> <p>JEMALYN A. LABACO <i>Administrative Assistant V</i> (CAssrO)</p> <p><i>Deputy-in-Charge of the area/s where the property is located</i> (CAssrO)</p>
<p>2. Proceed to City Treasurer's Office (CTO) for Correction Fee payment.</p>	<p>2. Issue Official Receipt (OR) based on submitted Order of Payment to the client.</p>	<p>PHP 40</p>	<p>5 Minutes</p>	<p><i>Cashier</i> (CTO)</p>
<p>3. Present payment receipt to the assigned personnel of the City Assessor's Office-Administrative &amp; Assessment Records Management Division.</p>	<p>3. Inspect the site and prepare the Field Appraisal Assessment Sheet (FAAS).</p> <p>3.1 Prepare and process the Tax Declaration.</p>	<p>None</p> <p>None</p>	<p>2 Hours</p> <p>30 minutes</p>	<p><i>Deputy-in-Charge of the area/s where the property is located</i> (CAssrO)</p> <p>ALADDIN LAUREANO M. GALGAO <i>Local Assessment Operations Officer IV</i> (CAssrO)</p> <p>ENGR. FERNANDO M. FANDIÑO <i>CGDH II/City Assessor II</i> (CAssrO)</p> <p>MARISSA R. BACAMANTE <i>Administrative Aide I</i> (CAssrO)</p> <p>RICARDO G. ESTANILAO</p>



				<i>Data Controller IV (CAssrO)</i>  ROVELYN D. AGUILAR <i>Administrative Aide IV (CAssrO)</i>  GENALYN C. DELA CRUZ <i>Administrative Officer IV (CAssrO)</i>  ENGR. FERNANDO M. FANDIÑO <i>CGDH II/City Assessor (CAssrO)</i>	
4	Claim the copy revised Tax Declaration from the assigned personnel of the City Assessor's Office- Administrative & Assessment Records Management Division.	4. Maintain a copy thereof for file reference.	None	5 Minutes	MARISSA R. BACAMANTE <i>Administrative Aide I (CAssrO)</i>  GENALYN C. DELA CRUZ <i>Administrative Officer IV (CAssrO)</i>
<b>TOTAL:</b>		PHP 40	3 Hours		

## 166. Receiving Criminal Complaints for Inquest Proceedings

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be changed in Court.

<b>Office or Division:</b>	City Prosecutor's Office (CPO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Arrest/Apprehension (and Affidavit of Turnover if citizen's Arrest) (1 original copy, 4 + no. of respondent/s photocopies)		Philippine National Police (PNP)/NBI and Other Law Enforcement Agencies (LEA)		
2. Investigation Report (1 original copy, 4 + no. of respondent/s photocopies) (1 original copy, 4 + no. of respondent/s photocopies)		PNP/NBI/LEA		
3. Affidavit of complainant and witness/es (1 original copy, 4 + no. of respondent/s photocopies)		Complainant and Witness/es		
4. Supporting Documents depending on the nature of the case (1 original copy, 4 + no. of respondent/s photocopies):		Complainant		
5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest (3 copies)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The law enforcer submits the documentary requirements properly bound, arranged, labeled and paged.	1. Check the documents.  1.1 If complete, require the complainant to fill-up the Investigation Data Form (IDF).  1.2 If no Affidavit of Arrest and IDF, return all documents.	None	5 Minutes	<i>Receiving Staff</i> (Docket Section)
2. Fill out and submit the IDF.	2. Check the completeness of data in the IDF and require the complainant to	None	5 Minutes	<i>Receiving Staff</i> (Docket Section)



	subscribe/ certify under oath the IDF and the complaint/witness (es) affidavit/s.			
3. Submit to the receiving staff.	<p>3. Stamp "Received" with name of office, date, time, name and signature of receiving staff.</p> <p>3.1 Write or stamp the assigned NPS docket number on the IDF.</p> <p>3.2 Record the complaint in the appropriate logbook and electronic database, if any.</p>	None	5 Minutes	<p><i>Receiving Staff</i> (Docket Section)</p> <p><i>Docketing Staff</i> (Docket Section)</p> <p><i>Records Officer</i> (Records Section)</p>
4. Receive duly stamped/received copy of IDF with assigned NPS docket number and sign in the logbook	4. The law enforcer will proceed directly to the Prosecutor on duty.	None	5 Minutes	<i>Receiving Staff</i> (Docket Section)
5. Proceed to Prosecutor on duty for Inquest Proceedings.	5. Conduct Inquest Proceeding.	None		<i>Prosecutor on duty</i> (Ground Floor, Hall of Justice Bldg.)
<b>TOTAL:</b>		None	20 Minutes	



## 167. Receiving Criminal Complaints for Preliminary Investigation

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

<b>Office or Division:</b>	City Prosecutor's Office (CPO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaint-affidavit/sworn-statement of witness/es of private complainant/victim (1 original copy, 4 + no. of respondent/s photocopies)		Complainant		
2. Affidavit/sworn-statement of witness/es (1 original copy, 4 + no. of respondent/s photocopies)		Witness/es		
3. Supporting Documents depending on the nature of the case (1 original copy, 4 + no. of respondent/s photocopies)		Complainant		
4. Investigation Data Form (1 original copy, 2 photocopy)		CPO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements properly bound, arranged, labeled and paged.	1. Check the documents.  1.1 If complete, require the complainant to fill-up the Investigation Data Form (IDF).  1.2 If incomplete, return all documents.	None	5 Minutes	<i>Receiving Staff</i> (Docket Section)
2. Fill-out and submit the IDF.	2. Check the completeness of data in the IDF	None	5 Minutes	<i>Receiving Staff</i> (Docket Section)



	and require the complainant to subscribe/ certify under oath the IDF and the complainant/witness (es) affidavit/s			
3. Certify under oath the information contained in the IDF and complaint/witness (es) affidavits	3. Administer the oath	None	5 Minutes	<i>Prosecutor on-duty</i>
4. Submit to the receiving staff.	4. Stamp "Received" with name of office, date, time, name and signature of receiving staff. 4.1 Write or stamp the assigned NPS docket number on the IDF. 4.2 Record the complaint in the appropriate logbook and electronic database, if any.	None	5 Minutes	<i>Receiving Staff (Docket Section)</i>  <i>Docketing Staff (Docket Section)</i>  Records Officer/ Records Section
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook	5. The City Prosecutor will assign the case to the investigating	None	5 Minutes	<i>City Prosecutor</i>



	prosecutor.			
<b>TOTAL:</b>		None	25 Minutes	

## 168. Receiving Official Communications

Requests, complaints and other official communications from various departments/offices, National Government Agencies, external clients, etc. addressed to the City Mayor/City Administrator shall proceed to the City Administrator's Office to have the document/s received, for appropriate action.

<b>Office or Division:</b>	City Administrator's Office (ADMIN) Operations Division - Communication and Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	External Clients (Private individual/NGAs, other Local Government Units) and Internal Clients (PCG Executive and Legislative Departments and Offices)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed request, complaint or other official communication/s (1 original or 1 photocopy)		Private individual/NGAs, PCG Department/Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request, complaint and/or other official communication to the Receiving Section of the ADMIN.	1. Receive and record the document.	None	2 Minutes	NERELIE N. BAUTISTA <i>Administrative Aide IV</i> (ADMIN)
	1.1 Review and forward the document to the City Administrator for information and instruction.	None	2 Minutes	JOHANNA L. OCHOA <i>Supervising Administrative Officer,</i> (ADMIN)
	1.2 Endorse received document to the office concerned for appropriate	None	2 Minutes	WILBERT MICHAEL C. MARTINEZ <i>Administrative Aide III,</i> (ADMIN)



	action.  1.3 Follow up actions taken by the office/s concerned and inform the client about it.	None	5 Minutes	NERELIE N. BAUTISTA <i>Administrative Aide IV,</i> (ADMIN)
<b>TOTAL:</b>		None	11 Minutes	

### 169. Redeeming of Apprehended Driver's License

Redeeming of Apprehended Driver's License from the Pasay Traffic and Parking Management Office.

<b>Office or Division:</b>	<b>Pasay Traffic and Parking Management Office (PTPMO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Apprehended Motorists
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Any Government ID Card (1 original, 1 photocopy)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO), National ID
Ordinance Violation Receipt (OVR) (1 original)	PTPMO
<b>For Lost Ordinance Violation Receipt (OVR):</b>	
Any Government ID Card (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID
Duly Notarized Affidavit of Loss (1 original): - Affidavit of Loss - Notarization	Apprehended Motorist Notary Public
Official Receipt (OR) (1 photocopy)	PTPMO
Certificate of Registration of the vehicle (1 original)	LTO
<b>Representative</b>	
Authorization Letter (1 original)	Person Represented (Apprehended Motorist)





Any Government ID Card of Person Represented (Apprehended Motorist) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
OVR (1 original)		PTPMO		
<b>For Lost OVR:</b>				
Authorization Letter (1 original)		Person Represented (Apprehended Motorist)		
Any Government ID Card of Person Represented (Apprehended Motorist) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
Duly Notarized Affidavit of Loss (1 original): - Affidavit of Loss - Notarization		Person Represented (Apprehended Motorist) Notary Public		
OR (1 photocopy)		PTPMO		
Certificate of Registration of the vehicle (1 original)		LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Original OVR to the Redemption Section of the PTPMO.	1. Check the veracity and retrieve the submitted OVR.	None	10 Minutes	JONATHAN A. DIZA Revenue Collection Clerk II Cashier
	1.1 Prepare and Issue the order of payment to the client.		5 Minutes	LLORA G. GONZALES Traffic Aide I (PTPMO)
2. Proceed to the PTPMO Cashier's Office for the payment of fees.	2. Issue the Official Receipt (OR) to the client.	<i>Please refer to the table of fees below</i>	3 Minutes	JONATHAN A. DIZA Revenue Collection Clerk II Cashier
<b>TOTAL:</b>		<i>Please refer to the table of fees below</i>	18 Minutes	



Note:

\* Redeeming of license and/or late number is open from Monday to Friday, 7:00 AM-5:00 PM only. There's no office transaction during Saturdays, Sundays and Holidays.

\* It should be claimed within five (5) regular working days only. **Additional of 5% penalty per day** according to violation fee will be added after the expiration date indicated in the OVR.

\* Unclaimed driver's license after the period of redeeming time shall be reported and forwarded to the LTO for appropriate action.

	<b>VIOLATION</b>	<b>FEE</b>
Art. V	<b>Any violation of General Driving Rule:</b>	
	Keeping as far as right as practicable	PHP 500.00
	Overtaking	PHP 500.00
	Use of center lanes of three lanes thoroughfares	PHP 500.00
	Passing vehicles	PHP 500.00
	Giving way to Overtaking vehicles	PHP 500.00
	Drivers not to Obstruct Traffic	PHP 1,000.00
	Driving in Lanes Thoroughfares	PHP 500.00
	Driving through roundabouts and Rotonda	PHP 500.00
	Keeping the Right of double yellow lanes	PHP 500.00
	Driving in bicycle lanes	PHP 500.00
	Driving in reserved lanes	PHP 500.00
	Driving over a yellow box	PHP 500.00
Sec. 6	Erection and interference with Traffic control items	PHP 1,000.00
Sec. 24	Not giving way at intersections	PHP 500.00
Sec. 25	Not giving way during turns	PHP 500.00
Sec. 26	Not giving way to or from parked vehicles	PHP 500.00
Sec. 27	Not giving way to emergency vehicles	PHP 500.00
Sec. 28	Not giving way to vehicles while leaving or entering a road	PHP 500.00
Sec. 29	Not giving way at roundabout and Rotonda	PHP 500.00
Sec. 55 (i)	Non-payment of Parking Fee	PHP 400.00+towing fee
Sec. 58	Driving under the influence of drugs or liquor	PHP 500.00
Sec. 72	Improper riding bicycle or tricycle	PHP 500.00
Sec. 73 (d)	Driving outside Bicycle Lane	PHP 200.00
Sec. 73 (f)	Driving tricycle on National Road	PHP 500.00 +impoundment of tricycle
Sec. 89	Load not properly secured	PHP 100.00
Sec. 91 (a)	Violation of bridge load limit or limit in the use of bridge	PHP 500.00
Sec. 91 (b)	Violation of speed limit or limit in the use of bridge	PHP 500.00



Sec. 97 (b)	Violation of license restriction	PHP 150.00
Sec. 97 (c)	Failure to carry/ show/ surrender Driver's License	PHP 150.00
Sec. 97 (d)	Failure to show/ carry vehicle registration	PHP 150.00
Sec. 97 (e)	Driving in sando's / slippers	PHP 150.00
Sec. 101	Road Worthiness of Motor Vehicle	PHP 2,500.00 +impounding
Sec. 102 (a)	"Kabit System"	PHP 2,500.00+ recommended cancelation of franchise
Sec. 103 (a)	Lack of Accessories of taxicabs	PHP 300.00
Sec. 104 (a)	Improper uniform	PHP 500.00
Sec. 104 (b)	Discrimination of passenger/ Trip cutting	PHP 1,000.00
Sec. 104 (c)	Violation Pedestrian Crossing	PHP 500.00
Sec. 105	Violation Restrictions on Pedestrian	PHP 200.00
Sec. 107	Violation Restriction on Pedestrian	PHP 500.00
Sec. 110	Following trucks and other emergency vehicles	PHP 500.00
Sec. 113	Driving through funeral or other processions	PHP 500.00
Sec. 114	Violation Restriction on animal and livestock	PHP 500.00
Sec. 117	Improper opening of doors and alighting from vehicles	PHP 150.00
Sec. 118	Improper use of horns, warning instruments	PHP 1,000.00
Sec. 145	DOTC Dep't. Order No. 96-693- Colorum	PHP 2,000.00
Art. XIII	Violation of procedures involving Traffic Accidents	PHP 300.00
Art. XV	Violation or non-compliance with any section or article regarding lighting, warning signs, equipment	PHP 500.00
<b>NOTE:</b>	<b>For the 2nd and subsequent offenses</b> , the penalties shall be 2x the value of the most recent fines on record whether the same had been paid or not	Not to exceed PHP 2,500.00 per violation
	<b>For Habitual Offenders</b> , or when the violation involved properly damage or loss of life, the Traffic and Parking Management Office shall seek the cancellation of the driver's license through Land Transportation Office (LTO)	PHP 10,000.00+ cancellation of driver's license

	<b>METRO MANILA TRAFFIC CODE</b>	<b>FEE</b>
	Disregarding Traffic Sign	PHP 1,000.00
	Illegal Parking Attended	PHP 1,000.00
	Illegal Parking Unattended	PHP 2,000.00
	Unified Vehicle Volume Reduction Program (Number Coding Scheme)	PHP 500.00
	Truck Ban	PHP 3,000.00
	Light Truck Ban	PHP 2,000.00



	Reckless Driving	PHP 1,000.00/ PHP 2,000.00/ PHP 2,000.00 w/seminar
	Tricycle Ban	PHP 500.00
	Obstruction	PHP 1,000.00
	Dress Code for Motorcycles	PHP 500.00/PHP 750.00/ PHP 1,000.00
	Overloading	PHP 1,000.00
	Defective Motor Vehicle Accessories	PHP 1,000.00
	Unauthorized Modification	PHP 2,000.00
	Arrogance/Discourteous Conduct	PHP 500.00
	Loading and Unloading in Prohibited Zones	PHP 1,000.00
	Illegal Counterflow	PHP 2,000.00/ PHP 5,000.00
	Over Speeding	PHP 1,000.00
	Failure to Use Seatbelt	PHP 1,000.00/ PHP 2,000.00/ PHP 5,000.00 w/1 week suspension of driver's license
	Failure Use Child Restraint System (CRS)	PHP 1,000.00/ PHP 2,000.00/ PHP 5,000.00 w/1-year suspension of driver's license
	No Motorcycle Helmet	PHP 1,500.00/ PHP 3,000.00/ PHP 5,000.00/ PHP 10,000.000
	Use of Helmet with No ICC Markings	PHP 3,000.00/ PHP 5,000.00
	Violation of Children's Safety on Motorcycle Act	PHP 3,000.00/ PHP 5,000.00/ PHP 10,000.00 3rd offense revocation of driver's license
	ADDA (Anti-Distracted Driving Act Using Cellphone)	PHP 5,000.00/ PHP 10,000.00/ PHP 15,000.00 w/ 3 months suspension of driver's license PHP 20,000.00



		w/revocation of driver's license
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## 170. Redeeming of Impounded Vehicles

This service concerns the procedural process of how to redeem impounded vehicles from Pasay Traffic and Parking Management Office. Initially, the client shall pay for the violation penalty fee to the Redemption Section before proceeding to Impounding Section.

<b>Office or Division:</b>	<b>Pasay Traffic and Parking Management Office (PTPMO)</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Any Government ID Card (1 original, 1 photocopy)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO), National ID	
Ordinance Violation Receipt (OVR) (1 original)	PTPMO	
Official Receipt and Certificate of Registration (ORCR) (1 photocopy)	LTO	
<b>For Lost Ordinance Violation Receipt (OVR):</b>		
Any Government ID Card (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID	
Duly Notarized Affidavit of Loss (1 original) - Affidavit of Loss - Notarization	Apprehended Motorist Notary Public	
Emission Test Result (1 original)	Any Accredited Emission Test Center of the Land of Transportation Office (LTO)	
Certificate of Registration of the vehicle (1 original)	LTO	
<b>REPRESENTATIVE</b>		
Authorization Letter (1 original)	Person Represented (Apprehended Motorist)	
Any Government ID Card of Person Represented (Apprehended Motorist) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID	
Any Government ID Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO,	



Representative (1 original)		National ID		
OVR (1 original)		PTPMO		
ORCR (1 photocopy)		LTO		
<b>For Lost Ordinance Violation Receipt (OVR):</b>				
Authorization Letter (1 original)		Person Represented (Apprehended Motorist)		
Any Government ID Card of Person Represented (Apprehended Motorist) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
Emission Test Result (1 original)		Any Accredited Emission Test Center of the Land of Transportation Office (LTO)		
Certificate of Registration of the vehicle (1 original)		LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the OVR issued by the Redemption office to the Impounding Section of PTPMO.	1. Check the veracity of the OR and retrieve the Towing Information Form (TIF).	None	3 Minutes	NELSON S. TANAY <i>Traffic Aide I</i> (PTPMO)
	1.1 Prepare and issue the order of payment to the client.		3 Minutes	
2. Proceed to the Impounding Section Cashier's Office, PTPMO for the payment of fees.	2. Issue the OR to the client.	Please refer to the table fees below	3 Minutes	NELSON S. TANAY <i>Traffic Aide I</i> (PTPMO)
<b>TOTAL:</b>		None	9 Minutes	

<b>Under City Ordinance 2916 series of 2004, Impounded Vehicles shall be penalized as follows;</b>	
TYPE/ LOAD OF VEHICLES	FINES
Class A (Cars, Jeepney and Light	



Vehicles)	PHP 1,000.00
Class B (Delivery Vans, Trucks not more than 4,000 kilos gross weight)	PHP 1,500.00
Class C (Buses, Trucks Heavy Equipment of more than 4,000 kilos gross weight)	PHP 1,800.00
Share of the City in the Impounding fees shall be 5%	

### 171. Registration and Processing of Court Decree

The registration of Court Decree (decision/order/resolution and its Certificate of Finality), annotation of civil registry document affected by the court decree can be secured at the Local Civil Registry Office. At the same time, this Office issues certified copies of the court decree and annotated civil registry document.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
<b>Decision from Pasay City RTC</b>		
Certified true copy of the Court Decree (3 original)	RTC branch where the court decree was issued	
Certified true copy of the Certificate of Finality (3 original)	RTC branch where the court decree was issued	
Foreign Court Decree (1 CTC), (In case of a <b>Recognition of Foreign Court Decree</b> )	LCR Office of Manila (in case the Foreign Court Decree was registered in Manila prior to the court proceeding) or RTC branch where the court decree was issued	
Civil Registry document affected by the decision (1 photocopy)	LCR Office where the civil registry document was registered	
<b>Decision from another locality</b>		
Certificate of Registration (1 original, 2 CTC)	LCR Office of the city or municipality where the court decree was issued	
Certificate of Authenticity (1 original, 2 CTC)	LCR Office of the city or municipality where the court decree was issued	



Registered Court Decree (3 CTC)	LCR Office of the city or municipality where the court decree was issued
Certificate of Finality (3 CTC)	LCR Office of the city or municipality where the court decree was issued
Registered Foreign Court Decree (1 CTC) (In case of a <b>Recognition of Foreign Court Decree</b> )	LCR Office of Manila (in case the Foreign Court Decree was registered in Manila prior to the court proceeding) or LCR Office of the city or municipality where the court decree was issued
Civil registry document to be annotated (1 photocopy)	Philippine Statistics Authority (PSA)
<b>Confirmation of Divorce issued by a Shari'a Court</b>	
Certified true copy of the Court Decree (3 original)	Circuit Registrar where the Shari'a Court Decree was issued
Certified true copy of the Certificate of Finality (3 original)	Circuit Registrar where the Shari'a Court Decree was issued
Certificate of Divorce (2 CTC)	Circuit Registrar where the Certificate of Divorce was registered
Joint Affidavit of Ratification of Marriage (2 CTC)	Circuit Registrar where the legal instrument was registered
Certificate of Conversion to Islam of each spouse who converted to Islam (2 CTC)	Circuit Registrar where the Certificate of Conversion to Islam was registered
Civil Registry document affected by the decision (1 photocopy)	PSA
<b>Representative:</b>	
<b>Decision from Pasay City RTC</b>	
Authorization Letter (1 original)	Person Represented (Petitioner/Document Owner)
Valid Government ID Card of the person/s represented (Petitioner) (1 original, 1 photocopy)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Valid Government ID Card of the representative (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Certified true copy of the Court Decision (3 original)	RTC branch where the court decree was issued
Certified true copy of the Certificate of Finality (3 original)	RTC branch where the court decree was issued
Foreign Court Decree (1 CTC), (In case of a <b>Recognition of Foreign Court Decree</b> )	LCR Office of Manila (in case the Foreign Court Decree was registered in Manila prior to the court proceeding) or





	RTC branch where the decision was rendered
Civil Registry document affected by the decision (1 photocopy)	LCR Office where the civil registry document was registered
<b>Decision from another locality</b>	
Authorization Letter (1 original)	Person Represented (Petitioner/Document Owner)
Valid Government ID Card of the person/s represented (Petitioner) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the representative (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Certificate of Registration (1 original, 2 CTC)	LCR Office of the city or municipality where the court decree was issued
Certificate of Authenticity (1 original, 2 CTC)	LCR Office of the city or municipality where the court decree was issued
Registered Court Decision (3 CTC)	LCR Office of the city or municipality where the court decree was issued
Certificate of Finality (3 CTC)	LCR Office of the city or municipality where the court decree was issued
Registered Foreign Court Decree (1 CTC) (In case of a <b>Recognition of Foreign Court Decree</b> )	LCR Office of Manila (in case the Foreign Court Decree was registered in Manila prior to the court proceeding) or LCR Office of the city or municipality where the court decree was issued
Civil registry document to be annotated (1 photocopy)	PSA
<b>Confirmation of Divorce issued by a Shari'a Court</b>	
Authorization Letter (1 original)	Person Represented (Petitioner/Document Owner)
Valid Government ID Card of the person/s represented (Petitioner) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the representative (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Certified true copy of the Court Decree (3 original)	Circuit Registrar where the Shari'a Court Decree was issued
Certified true copy of the Certificate of Finality (3 original)	Circuit Registrar where the Shari'a Court Decree was issued
Certificate of Divorce (2 CTC)	Circuit Registrar where the Certificate of Divorce was registered
Joint Affidavit of Ratification of Marriage (2 CTC)	Circuit Registrar where the legal instrument was registered
Certificate of Conversion to Islam of each spouse who converted to Islam (2 CTC)	Circuit Registrar where the Certificate of Conversion to Islam was registered



Civil Registry document affected by the decision (1 photocopy)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the registration officer/clerk at the Local Civil Registry Office, and mention the number of certified copies to be requested.	1. Review for jurisdiction, correctness, completeness of the documents.  1.1 Once reviewed, issue the order of payment for applicable fees	None	6 Minutes	ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)  or  ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)
2. Pay the required fee at the City Treasurer's Office.	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	<ul style="list-style-type: none"> <li>● Registration Fee (RF) – PHP 500</li> <li>● Computerization Fee (CF) – PHP 20</li> <li>● Legal Research (LR) – PHP 10</li> <li>● Certificate of Registration (CR)– PHP 50/pc</li> <li>● Certificate of Authenticity (CA) – PHP 50/pc</li> <li>● Certified true copy of Court Decree (CTCCD) – PHP 50/page</li> </ul>	5 Minutes	<i>Teller</i> (CTO)



		<p>Certified true copy of annotated civil registry document (CTCCRD) – PHP 50</p> <ul style="list-style-type: none"> <li>• Annotation Fee (AF) – PHP 100</li> </ul>		
<p>3. Present OR to the registration officer/clerk at the LCR Office</p>	<p>3. Verify OR and issue claim stub indicating the date of release</p> <p>3.1. Assign/inscribe registry number to the court decision/decreed/order (if from Pasay City court)</p> <p>3.1.1. For court decree issued from another locality, verify from the RTC of origin for authenticity, if confirmed, proceed with the next steps</p> <p>3.2. Record/log the received court decree</p> <p>3.3. Prepare Certificate of Registration and Authenticity, if from Pasay City court</p> <p>3.4. Prepare certified true copy</p>	<p>None</p>	<p>5 Days and 2 Minutes</p> <p>(excluding turnaround time for verification of authenticity)</p>	<p>ROD-JAN S. POLIDARIO Registration Officer II (LCRO)</p>



	<p>of the court decision and certificate of finality; certified true copy of the certificate of registration and authenticity if decision is from other locality, certified copy of the registered foreign court decision</p> <p>3.5. Prepare the annotation and certified copy of the annotated civil registry document</p> <p>3.6. Sign the documents for release.</p>			<p>ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)</p>
4. On date of release, present the claim stub at the LCRO releasing window.	4. Verify the document being claimed; and release the number of sets requested to the client.	None	1 Minute	<p>ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)</p>
5. Sign the logbook at the LCRO releasing window, and receive the documents and instructions.	<p>5. Instruct the client to proceed to the government agency, which concerns the next process, and submit the documents thereat.</p> <p>5.1 Place the</p>	None	2 Minutes	<p>ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)</p>



	<p>appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.</p>			
<p><b>TOTAL:</b></p>		<p>Registration of Court Decree:  <math>RF + [(CR + CA + CTCCD) \times (\text{no. of requested copy})]</math>  <b>= A</b></p> <p>Registration of Court Decree with annotation:  <math>A + AF + (CTCCRD \times \text{no. of requested copy}) =</math>  <b>B</b></p> <p>Registration of Court Decree with Registration of Foreign Divorce:  <math>A + RF + CR + (CTCCD \times \text{no. of requested copy}) =</math>  <b>C</b></p> <p>Registration of Court Decree with Registration of Foreign Divorce with annotation:  <b>A + C + B</b></p>	<p>5 Days and 16 Minutes</p> <p>(excluding turnaround time for verification of authenticity)</p>	



## 172. Registration for Electronic Mamamayan ID for Residents of Pasay City (EMI PORTAL)

Securing Electronic Mamamayan ID from Pasay City Barangay Bureau to avail financial assistance and other government related services.

<b>Office or Division:</b>	Pasay City Barangay Bureau (PCBB)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Pasay City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification (ID) Card (1 original, 1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC		
Barangay ID Card ( <i>Optional in the absence of any Government Issued ID Card</i> )		Barangay Hall		
Email Address (1 active)		Pasay City Resident		
Mobile Number (1 registered)		Telecommunication Company/ies (Smart, Globe, TalkNText, etc.)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Access the online EMI ePortal website of Pasay City <a href="https://pasayemi.ph">https://pasayemi.ph</a> then click the WEB PORTAL.</p> <p>1.1 Click the “Sign Up” button to proceed with the registration and accomplished all the required information.</p> <p>1.2 Click the “Valid ID/Certificate Type” then upload the photo of ID Card.</p> <p>1.3 Click the Camera Button at the upper part of the interface to take a “selfie” and</p>	<p>1. Check the web portal and process the online application of the resident.</p>	None	5 minutes	<p>KHRISTINA B. BERMUDEZ Community Affairs Assistant II (PCBB)</p>



register your Facial ID, then click "SUBMIT".	2. After the successful registration, inform the resident to notify their barangay secretary for the verification of his/her Citizens Registration Management System (CRMS) account.			UAREN YOBIE A. BERNABE Administrative Aide IV (PCBB)
<b>TOTAL:</b>		None	5 Minutes	

### 173. Registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgment or Admission of Paternity and Affidavit to Use the Surname of the Father)

Securing a registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgment or Admission of Paternity and Affidavit to Use the Surname of the Father from the Local Civil Registry Office.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Document Owner, Parents/Guardians of the Document Owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Acknowledgment/Admission of Paternity</b>			
Copy of the registered Certificate of Live Birth (1 original, 1 photocopy)	PSA or LCRO		
Duly notarized Affidavit of Acknowledgment or Admission of Paternity (4 original)	Notary Public		
Two (2) documents to prove filiation, e.g. SSS, PHILHEALTH, GSIS, ITR, Diary (1 original)	Acknowledging Father		
Personal Appearance of the Father	Father		
Valid Government ID Card of the Father (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		



<b>Affidavit to Use the Surname of the Father (AUSF) - R.A. 9255</b>	
Applicable to a child born on or after August 3, 1988, and whose filiation had been expressly established by the father at the back of the registered Certificate of Live Birth or in a duly registered separate public instrument.	
Copy of the registered Certificate of Live Birth (1 original, 1 photocopy)	PSA or LCRO
Duly notarized Affidavit to Use the Surname of the Father executed by the mother/guardian or the child, if the child is aged 7 years old and above	Notary Public
Duly Notarized Sworn Attestation of the mother/guardian if the child aged 7 -17 years old executed the AUSF	Notary Public
Personal Appearance of the Mother/Guardian and/or Child	Mother/Guardian/Child
Valid Government ID Card of the Mother/Guardian and/or Child (1 original, 1 photocopy)	DEP-Ed/CHED Accredited School, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
<b>Legitimation</b>	
Applicable to a child whose filiation had been expressly established by the father at the back of the registered Certificate of Live Birth or in a duly registered separate public instrument.	
Copy of the registered Certificate of Live Birth (1 original, 1 photocopy)	PSA or LCRO
Duly notarized Joint Affidavit/Deed of Legitimation (4 original)	Notary Public
Duly notarized Affidavit of Consent of the child, if child subject for legitimation is 18 years and above	Notary Public
Registered Certificate of Marriage of parents (1 original, 3 photocopies)	PSA
Advisory on Marriages (CRS Form No. 5) or Certificate of No Marriage (CENOMAR) of parents (1 original, 2 photocopies for each parent)	PSA





Annotated Certificate of Marriage of the parent previously married but was declared void <i>ab initio</i>		PSA		
Registered Court Decision and Certificate of Finality of the Declaration of Nullity of Marriage		LCR Office where the court decree for declaration of nullity of marriage was registered		
Personal Appearance of Parents		Parents		
Valid Government ID Card of Parents (1 original, 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Certificate of Death of the deceased parent, if applicable (1 original, 3 photocopies)		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the registration officer at the Local Civil Registry Office.	1. Review for jurisdiction, correctness, completeness of the documents.  1.1. Once checked, issue order of payment for registration fee, annotation fee, certified copy of the annotated COLB and computerization fee to the client.	None	6 Minutes	ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)
2. Pay the required fees at the City Treasurer's Office	2. Issue Official Receipt (OR) based on submitted order of payment from the	For Acknowledgment/ Admission of Paternity (AAP) – PHP 100	5 Minutes	<i>Teller</i> (CTO)



	LCRO.	<p>For AUSF – PHP 100</p> <p>For Legitimation (AOL) – PHP 100</p> <p>Annotation Fee (AF) – PHP 100</p> <p>Certificate of Registration (CR) – PHP 50</p> <p>CTC of COLB (CTCCOLB) – PHP 50</p> <p>CTC of the registered L.I. (CTCLI) – PHP 50</p> <p>Computerization Fee (CF) – PHP 20</p>		
3. Present OR to the registration officer at the Local Civil Registry Office	<p>3. Verify OR, issue claim stub indicating the date and time of release</p> <p>3.1 Assign/inscribe registry number to the legal instrument.</p> <p>3.2 Prepare the annotation,</p>	None	5 Days and 2 Minutes	<p>ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)</p> <p>or</p> <p>ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)</p>



	Certification of Registration, certified true copies of the registered legal instrument, un-annotated COLB, annotated COLB, and Certificate of Marriage, in case of legitimation.			
4. On release date, present the claim stub at the Local Civil Registry Office releasing window.	<p>4. Verify and release the requested document.</p> <p>4.1 Verify the document being claimed.</p> <p>4.2 Record the name of the child and the claiming party in the release logbook</p> <p>4.3 Release Certification, Certified true copies of registered legal instrument and annotated COLB for submission to PSA</p>	None	3 Minutes	<p>ROD-JAN S. POLIDARIO  <i>Registration Officer II</i>  (LCRO)</p>
5. Sign the logbook at the Local Civil Registry Office releasing	5. Place the appropriate remarks in the logbook upon	None	3 Minutes	<p>ROD-JAN S. POLIDARIO  <i>Registration Officer II</i>  (LCRO)</p>



window.	issuance of the requested document, and keep the records for future file/reference.			
<b>TOTAL:</b>		<p>For Acknowledgment/ Admission of Paternity –  AAP + AF +  CR (x2) +  CTCCOLB(x2)  + CTCLI(x2) +  CF =  PHP 520</p> <p>For AUSF –  AUSF + AF +  CR (x2) +  CTCCOLB(x2)  CTCLI(x2) +  CF = PHP 520</p> <p>For Legitimation –  AOL + AF +  CR (x2) +  CTCCOLB(x2)  CTCLI(x2) +  CF = PHP 520</p> <p>For Acknowledgment with AUSF –  AAP + AUSF +  AF + CR (x2) +  CTCCOLB(x2)  + CTCLI(x2) +  CF PHP 620</p> <p>For Acknow-</p>	5 Days and 19 Minutes	



	ledgment + Legitimation – AAP + AOL + AF + CR (x2) + CTCCOLB(x2) + CTCLI(x2) + CF PHP 620		
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## 174. Release of Confiscated Goods from Sidewalk Vendors

The Pasay City Environment and Natural Resources Office enforces vendor control operations for a maximum of sixteen (16) hours at two (2) shifts per day.

<b>Office or Division:</b>	Pasay City Environment and Natural Resources Office (PCENRO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Vendors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certificate (1 photocopy)		Barangay Hall		
Government Issued I.D. Card (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PCENRO for the inventory of the number of goods confiscated.	1. Issue a claim stub to the vendor, which indicates the time and date of redemption; then, issue order of payment.	None	3 Minutes	ENCARNITA A. IDIOMA, <i>Administrative Assistant II,</i> (PCENRO)
2. Pay the amount indicated in the order of payment to the City Treasurer's Office (CTO).	2. Receive the payment and issue Official Receipt (OR) to the vendor.	1-2 Sacks of confiscated goods – PHP 1,000  3 or more sacks of confiscated goods –	3 Minutes	Cashier, (CTO)



		PHP 2,000		
3. Present the OR to the warehouseman of PCENRO for the release of confiscated goods.	3. Release the goods immediately upon verifying the official receipt presented.	None	4 Minutes	RONALD RAE M. SALVADOR, <i>Supervising Administrative Officer</i> (PCENRO)
<b>TOTAL:</b>		1-2 Sacks of confiscated goods – PHP 1,000  3 or more sacks of confiscated goods – PHP 2,000	10 Minutes	

### 175. Releasing/Issuance of Property, Plant and Equipment

General Services Office takes charge in the procurement and releasing of property, plant and equipment requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Property Acknowledgement Receipt (PAR) (1 original, 2 duplicate)		Requesting Department/Office/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved Property Acknowledgement Receipt (PAR).	1. Check and verify completeness of required signatures in	None	2 Minutes	MERCYDITA A. IGUIS <i>Administrative Officer I</i> (GSO)



	the form.			
2. Receive the requested property/ies included in the PAR.	2. Release the property/ies available in the Stock Room as included in the PAR of the requesting office/ department.  2.1 Check and sign the PAR and release a copy to the end-user office/ department.	None	45 Minutes  3 Minutes	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)  JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)
<b>TOTAL:</b>		None	50 Minutes	

## 176. Releasing/Issuance of Semi-Expendable Property

General Services Office takes charge in the procurement and releasing of semi-expendable property requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Inventory Custodian Slip (ICS) (2 original, 2 duplicate)		Requesting Department/Office/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved Inventory Custodian Slip (ICS).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS <i>Administrative Officer I</i> (GSO)



2. Receive the requested items/supplies included in the ICS.	2. Release the items available in the Stock Room as included in the ICS of the requesting office/ department.	None	1 Hour	<p>MARK LAWRENCE I. ORTEGA <i>Administrative Assistant I (GSO)</i></p> <p>JOHN PETTER S. CAPILI <i>Administrative Assistant III (GSO)</i></p> <p>ARMAND D. RIVERA <i>Administrative Officer II (GSO)</i></p>
	2.1 Retain a copy of the ICS for GSO file.			
	2.2 Prepare Report of Semi-Expendable Property Issued (RSPI) and its transmittal.	None	30 Minutes	<p>ARCHIBALD C. BAJADA <i>Administrative Officer II (GSO)</i></p> <p>MARK LAWRENCE I. ORTEGA <i>Administrative Assistant I (GSO)</i></p> <p>JOHN PETTER S. CAPILI <i>Administrative Assistant III (GSO)</i></p>
	2.3 Check the RSPI and sign the transmittal for submission to the Office of the City Accountant.	None	3 Minutes	<p>ARMAND D. RIVERA <i>Administrative Officer II (GSO)</i></p> <p>ARCHIBALD C. BAJADA <i>Administrative Officer II (GSO)</i></p> <p>ARBIE B. SABULAO <i>Officer-in-Charge (GSO)</i></p>
<b>TOTAL:</b>		None	1 Hour and 35	





		Minutes	
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## 177. Releasing/Issuance of Supplies and Materials

General Services Office takes charge in the procurement and releasing of supplies requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Requisition & Issue Slip (RIS) (2 original, 2 duplicate)		Requesting Department/Office/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved Requisition and Issue Slip (RIS).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS <i>Administrative Officer I</i> (GSO)
2. Receive the requested items/supplies included in the RIS.	2. Release the items available in the Stock Room included in the RIS of the requesting office.	None	1 Hour	MARK LAWRENCE I. ORTEGA <i>Administrative Assistant I</i> (GSO)  JOHN PETTER S. CAPILI <i>Administrative Assistant III</i> (GSO)
	2.1 Retain a copy of the RIS for GSO file.  2.2 Prepare Summary of Supplies and Materials Issued (SSMI) and its transmittal.	None	30 Minutes	ARMAND D. RIVERA <i>Administrative Officer II</i> (GSO)  ARCHIBALD C. BAJADA <i>Administrative Officer II</i> (GSO)



	2.3 Check the SSMI and sign the transmittal for submission to Office of the City Accountant.	None	3 Minutes	ARBIE B. SABULAO <i>Officer-in-Charge</i> (GSO)
<b>TOTAL:</b>		None	1 Hour and 35 Minutes	

### 178. Renewal of Contracts for Lot/Niches and Apartments

Existing lease holders for cemetery lots/niches & apartments must renew their contracts sixty (60) days prior to the end of the period stated in the contract at the PCPCC. Failure to do so will be a ground for the termination of the lease. Apartment spaces can only be renewed up to a maximum period of five (5) years.

<b>Office or Division:</b>	<b>Pasay Public Cemetery &amp; Crematorium (PCPCC)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Old contract of lease (1 photocopy)		Document Owner		
Official Receipt of updated payment of lease (1 original or 1 photocopy)		City Treasurer's Office (CTO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit copy of the old contract of lease and the Official Receipt of updated payment to the PCPCC.	1. Verify the details of the old lease contract, compute the necessary fees for its renewal, and encode relevant details for the new contract.	None	5 Minutes	BELEN N. INTERIA <i>Administrative Aide IV</i> (PCPCC)  JASON P. PUMIKPIK <i>Administrative Aide IV</i> (PCPCC)  DANTE C. BEGASA <i>Cemetery Caretaker</i> (PCPCC)



<p>2. Proceed to the assigned City Treasurer's Office (CTO) teller at the Cemetery Office, 2<sup>nd</sup> floor, and pay the required fees.</p>	<p>2. Issue Official Receipt (OR) based on submitted Order of Payment to the client.</p>	<p>Rental Rates:</p> <p>For Niche and Lot – Niche PHP 200.00 per year (for every first two bottom layers)</p> <p>Lot PHP 115.00 per year per lot (1 x 2.3 meters)</p> <p>For Apartment Type Niches – PHP 150.00 per year (PHP 750.00 for five years)</p> <p>(Per Ordinance No. 3992, S-2007)</p>	<p>5 Minutes</p>	<p>CHRISTOPHER Y. DECENA <i>Administrative Aide II (CTO)</i></p>
<p>3. Submit the OR to the PCPCC for the issuance of new contract.</p>	<p>3. Release the new Contract of Lease upon signature of the same to the client.</p>	<p>None</p>	<p>5 Minutes</p>	<p>MARIVIC DG. NILLO <i>Officer-In-Charge (PCPCC)</i></p>
	<p><b>TOTAL:</b></p>	<p>Rental Rates:</p> <p>For Niche and Lot – Niche PHP 200.00 per</p>	<p>15 Minutes</p>	



		year (for every first two bottom layers)  Lot PHP 115.00 per year per lot (1 x 2.3 meters)  For Apartment Type Niches – PHP 150.00 per year (PHP 750.00 for five years)  (Per Ordinance No. 3992, S-2007)		
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### 179. Renewal of Franchise and/or Mayor’s Permit of Tricycle or Pedicab

This service is for the renewal of Franchise and Mayor’s Permit of tricycle and pedicab owners/operators from the Tricycle Pedicab Franchising Regulatory Office. Tricycle and Pedicab Franchise is renewable every three (3) years while Mayor’s Permit should be renewed annually.

<b>Office or Division:</b>	Tricycle/Pedicab Franchising Regulatory Office (TPFRO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Tricycle and pedicab owners/operators under the Pasay City Government operating these vehicles for business whose Mayor’s Permit to Operate and Franchise are approaching its expiration date.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Renewal of Franchise of Tricycle</b>	
<b>PRINCIPAL</b>	
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form	TPFRO Tricycle Owner/Operator
Previous Mayor’s Permit to Operate (1 original)	TPFRO



Previous Authority for Tricycle Service/ Franchise (1 original)	TPFRO
Community Tax Certificate with an Annual Gross Income of PHP 100,000 (1 photocopy)	City Treasurer's Office (CTO)
Official Receipt and Certificate of Registration (O.R. & C.R.) of unit (1 photocopy)	LTO
Barangay Certificate; should be a resident of the city (1 original)	Barangay Hall
Voter's ID Card or Voter's Certificate; should be a registered voter of the city (1 photocopy)	COMELEC
Local Tricycle Operators and Drivers Association (TODA) Certificate (1 original)	Local TODA President
Accredited Tricycle Federation Certification (1 original)	Unified Federation Tricycle Operators and Drivers Association of Pasay (UFTODAP) President
<b>REPRESENTATIVE</b>	
Authorization letter (1 original)	Person represented (Tricycle Owner/Operator)
Any Government Issued ID Card of the person represented (1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Government Issued ID Card of the Representative (1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Duly Accomplished Application Form:  - Application Form - Details/information to be indicated in the application form	TPFRO Person represented (Tricycle Owner/Operator)
Previous Mayor's Permit to Operate (1 original)	TPFRO
Previous Authority for Tricycle Service/ Franchise (1 original)	TPFRO
Community Tax Certificate with an Annual Gross Income of PHP 100,000 (1 photocopy)	City Treasurer's Office
Official Receipt and Certificate of Registration (O.R. & C.R.) of the Unit (1 photocopy)	LTO
Barangay Certificate; should be a resident of the city (1 original copy)	Barangay Hall
Voter's ID Card or Voter's Certificate; should be a registered voter of the city	COMELEC



(1 photocopy)	
Local Tricycle Operators and Drivers Association (TODA) Certificate (1 original)	Local TODA President
Accredited Tricycle Federation Certification (1 original)	Unified Federation Tricycle Operators and Drivers Association of Pasay (UFTODAP) President
<b>For Renewal of Franchise of Pedicab</b>	
<b>PRINCIPAL</b>	
Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form	TPFRO Pedicab Owner/Operator
Previous Mayor's Permit to Operate (1 original)	TPFRO
Previous Authority for Pedicab Service/ Franchise (1 original)	TPFRO
Community Tax Certificate with an Annual Gross Income of PHP 50,000 (1 photocopy)	City Treasurer's Office
Proof of Unit Possession (any of the following documents): - Official Receipts (O.R.) of the bicycle unit (1 photocopy) or - Affidavit of Ownership (1 original) or Deed of Sale of the unit (1 original)	Bicycle Shop Pedicab Owner/Operator Pedicab Owner/Operator
Barangay Certificate; should be a resident of the city (1 original)	Barangay Hall
Voter's ID Card or Voter's Certificate; should be a registered voter of the city (1 photocopy)	COMELEC
Local Pedicab Operators and Drivers Association (PODA) Certificate (1 original)	Local PODA President
Recognized Pedicab Federation Certification (1 original)	Pasay Federation of Pedicab Operators & Drivers Association Inc. (Pasay Fed PODA) President
<b>REPRESENTATIVE</b>	
Authorization letter (1 original)	Person represented (Pedicab Owner/Operator)
Any Government Issued Identification Card of the person represented (1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Government Issued Identification Card of the Representative (1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



Duly Accomplished Application Form: - Application Form - Details/information to be indicated in the application form		TPFRO Person represented (Pedicab Owner/Operator)		
Previous Mayor's Permit to Operate (1 original)		TPFRO		
Previous Authority for Pedicab Service/ Franchise (1 original)		TPFRO		
Community Tax Certificate with an Annual Gross Income of PHP 50,000 (1 photocopy)		City Treasurer's Office		
Proof of Unit Possession (any of the following documents): - Official Receipts (O.R.) of the bicycle unit (1 photocopy) or - Affidavit of Ownership (1 original) or Deed of Sale of the unit (1 original)		Bicycle Shop Pedicab Owner/Operator Pedicab Owner/Operator		
Barangay Certificate; should be a resident of the city (1 original)		Barangay Hall		
Voter's ID Card or Voter's Certificate; should be a registered voter of the city (1 photocopy)		COMELEC		
Local Pedicab Operators and Drivers Association (PODA) Certificate (1 original)		Local PODA President		
Recognized Pedicab Federation Certification (1 original)		Pasay Federation of Pedicab Operators & Drivers Association Inc. (Pasay Fed PODA) President		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements together with the duly accomplished application form to the assigned personnel at the TPFRO.	1. Check the completeness and veracity of submitted requirements; after which, encode all the necessary information in the computer system with regard to the	None	10 Minutes	PHLORIEL V. SEVILLA <i>Administrative Aide III</i> (TPFRO)  or  MA. TERESA M. MANALO <i>Administrative Aide I</i> (TPFRO)



	said application.			
2. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued)	2. Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document.	<p><b>TRICYCLE:</b></p> <ul style="list-style-type: none"> <li>• For Mayor's Permit – PHP 350</li> <li>• For both Mayor's Permit and Franchise – PHP 1,315</li> </ul> <p><b>PEDICAB:</b></p> <ul style="list-style-type: none"> <li>• For Mayor's Permit – PHP 170</li> <li>• For both Mayor's Permit and Franchise – PHP 770</li> </ul>	5 Minutes	Teller (CTO)
3. Present the order of payment and O.R. to the designated personnel at the TPFRO.	3. Issue a claim stub for the requested document to the client and advise him/her to return to TPFRO after two (2) days.	None	5 Minutes	PHLORIEL V. SEVILLA <i>Administrative Aide III</i> (TPFRO)  or  MA. TERESA M. MANALO <i>Administrative Aide I</i> (TPFRO)
4. Present the claim stub to the assigned personnel at the TPFRO for the release of the requested	4. Release/issue the requested document/s to the client.	None	3 Minutes	PHLORIEL V. SEVILLA <i>Administrative Aide III</i> (TPFRO)  or





document/s.				MA. TERESA M. MANALO Administrative Aide I (TPFRO)
<b>TOTAL:</b>		<b>TRICYCLE:</b>	23 Minutes	
		<ul style="list-style-type: none"> <li>• For Mayor's Permit – PHP 350</li> <li>• For both Mayor's Permit and Franchise – PHP 1,315</li> </ul>		
		<b>PEDICAB:</b>		
		<ul style="list-style-type: none"> <li>• For Mayor's Permit – PHP 170</li> <li>• For both Mayor's Permit and Franchise – PHP 770</li> </ul>		

**Note: Late renewal of Mayor's Permit and fees shall be subject to twenty-five (25%) surcharge plus interest of two percent (2%) monthly but not to exceed thirty-six (36) months.**

## 180. Renewal of Registration of Motor Vehicles

General Services Office processes registration of issued motor vehicles to various departments/offices/agencies.

<b>Office or Division:</b>	General Services Office (GSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Motor Vehicle Inspection Report (MVIR) and Official Receipt (1 original)	Land Transportation Office (LTO)



Smoke Emission Test (1 original)		Any Accredited Emission Testing Center		
Latest photos of the Motor Vehicle as of submission date (side, top, front, and rear views) (1 original)		Photo Shop/Center		
Stencil of Engine Number/Chassis Number		Requesting Department/Office/Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements at the receiving counter of General Services Office.	1. Receive complete requirements and verify authenticity of submitted documents.	None	8 Minutes	JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)
2. Wait for the processing of the renewal.	2. Submit the documentary requirements to the Land Transportation Office (LTO), and pay for the required fees.	None	6 Hours  2 Days waiting time	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)
3. Receive copy of the updated LTO OR/CR and sign in the receiving copy/logbook.	3. Call the concerned Department/Office/Agency, release to them a copy of the updated LTO Official Receipt (OR), and have them sign the receiving logbook and photocopy of the OR.	None	2 Minutes	JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)
<b>TOTAL:</b>		None	2 Days, 6 Hours and 10 Minutes	



## 181. Request for Free Legal Counseling/Advice

The City Legal Office provides legal counseling/advice to the constituents of the Pasay City.

<b>Office or Division:</b>	City Legal Office (CLO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Duly Accomplished Request Form (1 original) - Request Form - Details to be indicated in the form		City Legal Office Requesting Party		
Or				
Letter Request, (1 original)		Client (Requesting Party)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished form or letter request to CLO.	1. Receive duly accomplished request form and forward the same to the City Legal Officer.	None	10 Minutes	MARVIE B. CHENG <i>Administrative Aide I</i> (CLO)  MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)
2. Avail the legal counseling from the CLO.	2. Refer the client to the Attorney of CLO for proper action.  2.1 Perform legal	None	50 Minutes	ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II</i> (CLO)  ATTY. SHEALTIEL GAY T. ROXAS



	counseling to the client.			Attorney III (CLO)  ATTY. GLENN C. VILLARIÑA Attorney III (CLO)
<b>TOTAL:</b>		None	1 Hour	

## 182. Request for Patient Transport/Conduction

The Pasay City Disaster Risk Reduction and Management Office provides free ambulance transportation for patients to be discharged from a health care institution, patients to be transferred from a health care facility to another health care facility, and patients seeking out-patient consultation to a health care institution.

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 original)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the assigned personnel at the PCDRRMO.  Room 308, Pasay City Hall, F. B. Harrison St., Pasay City.	1. Receive and evaluate the veracity and completeness of details of the submitted request letter.  1.1 Check basic information of the patient.  1.2. Check current status of the patient.  1.3 Identify the location of transport of the requester. a. In-City – for	None	12 Minutes	MARY GRACE B. BERIN, RN <i>Administrative Office II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)</i>



	<p>approval by the On-Duty Team Leader and the Chief of the Operations and Warning Division.</p> <p>b. Within Metro Manila – for approval of the Department Head and/or the City Administrator.</p> <p>c. Other Nearby Regions – for approval of the City Administrator and/or City Mayor.</p>			
<p>2. Present representative of the patient or immediate family for an interview and verification of request.</p>	<p>2. Identify the type of transport of the requester.</p> <p>2.1 From Health Care Facility (HCF) for discharge.</p> <p>2.1.1. Verify the clearance, scheduled date and time of discharge and any other medical requirements of the patient.</p> <p>2.2 From HCF for transfer to another HCF.</p>	None	30 Minutes	<p><i>Team Leader</i> (Operations and Warning Division PCDRRMO)</p> <p><i>Dispatch Officer</i> (Operations and Warning Division PCDRRMO)</p> <p>MARY GRACE B. BERIN, RN Administrative Officer <i>II/Administrative Services, In-Charge</i> (Administrative and Training Division, PCDRRMO)</p> <p>MARLON L. LOPEZ, RN <i>Local Disaster Risk Reduction Management</i></p>



	<p>2.2.1 Ensure proper coordination between HCFs, prior arrangements should be done on both HCFs.</p> <p>2.2.2 Identify contact persons on both HCFs for proper coordination.</p> <p>2.2.3 Verify from the discharging HCF the status of the patient, including medical requirements of the patient.</p> <p>2.2.4 Verify to the accepting HCF the admission of the patient.</p> <p>2.3 For Out-patient Consultation to HCF:</p> <p>2.3.1 Coordinate and ensure the schedule of out-</p>			<p><i>Officer III/Chief (Operations and Warning Division, PCDRMO)</i></p>
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	<p>patient care.</p> <p>2.4 For Patients with Mental Illness/Mental Health Issues and Homeless/Displaced Individuals:</p> <p>2.4.1 Ensure proper coordination of the requester with the Barangay Official for assistance and the Pasay Social Welfare and Development Department for referral.</p> <p>2.4.2 Immediate family or the requester shall accompany the responding team at all times during the transport.</p> <p>2.4.3 For displaced individual/s, coordination with the barangay officials shall be</p>			
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	<p>made.</p> <p>2.4.4 In the absence of the immediate family, barangay officials shall accompany the patient until proper endorsement to the receiving facility.</p> <p>2.4.5 For patient/s with violent manifestations, aside from the immediate family, barangay officials and/or local authorities shall accompany during the transport until proper endorsement has been made with the receiving facility.</p>			
3. Wait for the schedule of transport from PCDRRMO.	3. Arrangement of the request. 3.1 Check the	None	5 Minutes	<i>Team Leader</i> (Operations and Warning Division PCDRRMO)





	availability of resources.  3.2 Coordinate and plot the scheduled transport.  3.3 Endorse to the On-Duty responders for immediate attention.  3.4 Inform the requesting party on the confirmation and schedule of transport of the patient and necessary arrangements it may require.			<i>Dispatch Officer</i> (Operations and Warning Division PCDRRMO)  MARLON L. LOPEZ, RN <i>Local Disaster Risk Reduction Management Officer III/Chief</i> (Operations and Warning Division, PCDRRMO)
<b>TOTAL:</b>		None	47 Minutes	

*Note: This office has the right to refuse request for transport/conduction depending upon the assessment, severity of the case and the capacity of the resources (ambulance, equipment, supplies and manpower)*

### **183. Request for Pre-Repair Inspection**

General Services Office processes requests for the repair and maintenance of machinery and equipment including motor vehicles issued to various departments/offices or National Government Agencies.

<b>Office or Division:</b>	General Services Office (GSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request for Pre-Repair Inspection Form (1 original, 1 duplicate) - Pre-repair Inspection Form - Details of the form		General Services Office Office/Department/NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and signed Request for Pre-Repair Inspection Form at the receiving counter of GSO.	1. Receive the form and verify correctness of information indicated therein.	None	2 Minutes	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)
	1.1 Validate the request in the existing Repair Card or Summary of Pre-repair.	None	8 Minutes	MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)
	1.2 Conduct actual inspection of the equipment for repair.	None	30 Minutes (within the City Hall Building)	JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)
	1.3 Approve the Request for Pre-Repair Inspection	None	3 Hours (outside the City Hall Building)	ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)
2. Claim the Approved Request for Pre-Repair Inspection and sign in the monitoring logbook.	2. Release duly approved Request for Pre-Repair Inspection.	None	3 Minutes	ARBIE B. SABULAO <i>Officer-in-Charge</i> (GSO)
2. Claim the Approved Request for Pre-Repair Inspection and sign in the monitoring logbook.	2. Release duly approved Request for Pre-Repair Inspection.	None	2 Minutes	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)
				MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)
				JANELYNN F. MARTIR <i>Administrative Officer III</i>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit updated resume or duly accomplished EISRF together with complete requirements at the receiving section of PESO.	1. Accept complete requirements.	None	5 Minutes	JOANNA G. BALORO <i>Administrative Aide I</i> (PESO)
	2.1 Conduct interview to assess the qualification of applicant.	None	15 Minutes	
	2.2 Process request for skills training registration.	None	5 Minutes	
	1.3 Endorse application to Technical Education and Skills Development Authority (TESDA)	None	5 Minutes	ATTY. MARLA OLIVIA BELLO-ALOM <i>PESO Manager</i> (PESO)
<b>TOTAL:</b>		None	30 Minutes	

### 185. Request for Traffic Management Services for Special Occasions/Events

Private Owners/Contractors of Establishment, Government Agency/ies may request for traffic management services from the PTPMO during conduct of event/occasion.

<b>Office or Division:</b>	<b>Pasay Traffic and Parking Management Office (PTPMO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business, and G2G-Government to Government



<b>Who may avail:</b>		Private Owners/Contractors of Establishment, Government Agency/ies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 original)		Client/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter for Traffic Permit addressed to the City Mayor, thru the City Administrator, City Secretariat, City Engineer for confirmation, copy furnish the concerned Barangay, to the assigned personnel of PTPMO.	1. Receive the request letter and forward it to the assigned staff for appropriate action.	None	2 Minutes	GRACIELA C. GUEVARRA <i>Administrative Aide I</i> <i>Administrative Section</i> (PTPMO)
2. Proceed to the Event and Tasking Section, PTPMO for a meeting.	2. Conduct the meeting with the requesting party, and gather all necessary details and information.	None	30 Minutes	EDMAR C. RUAMERO <i>Traffic Aide II</i> (PTPMO)
3. Wait for your request to be processed by the PTPMO.	2. Send monitoring personnel to conduct site inspection.  - For near area - For distant area  3.1 Prepare and issue the traffic permit to the	None	20 Minutes 30 Minutes  3 Minutes	GRACIELA C. GUEVARRA <i>Administrative Aide I</i> <i>Administrative Section</i> (PTPMO)   GRACIELA C. GUEVARRA <i>Administrative Aide I</i>



	client.			<i>Administrative Section (PTPMO)</i>
<b>TOTAL:</b>		None	For near area = 55 Minutes  For distant area = 1 Hour and 5 Minutes	

### 186. Request for Trainings and Drills

The Pasay City Disaster Risk Reduction and Management Office conducts trainings, lectures and seminar on disaster risk reduction and management and drills/exercises on different type of hazards, as requested by public or private institutions to promote a disaster resilient community.

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Public and Private Sectors in Pasay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PRINCIPAL</b>				
Request Letter (1 original)		Requesting Party		
<b>REPRESENTATIVE</b>				
Authorization Letter (1 original)		Requesting Party		
Request Letter (1 original)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	1. Receive and check the submitted request letter:  a. Name and contact number of the requesting party;  b. Type/Kind of	None	3 Minutes	MARY GRACE B. BERIN, RN <i>Administrative Officer</i> <i>II/Administrative Services In-Charge</i> (Administrative and Training Division, PCDRRMO)



	<p>request</p> <p>1.1 Forward the correspondence to the Training Division of the PCDRRMO.</p>			
<p>2. Make yourself available for the evaluation of request to the assigned personnel of PCDRRMO.</p> <p>2.1 Wait for the approval of request.</p>	<p>2. Evaluate the request letter and coordinate with the requesting party on their preferences:</p> <ul style="list-style-type: none"> <li>a. Type and scope of training/drill;</li> <li>b. Date, time and venue;</li> <li>c. Estimated number of participants, and</li> <li>d. Existing resources of the requesting party, if any.</li> </ul> <p>2.1 Upon approval, prepare the deployment schedule of Instructors or Evaluators and Emergency Response Team of the PCDRRMO, as</p>	None	1 Hour	<p>MICHAEL T. FLORES  <i>Local Disaster Risk Reduction Management Officer I/Chief</i>  (Administrative and Training Division, PCDRRMO)</p>



	needed.			
3. Attend/Participate on the training/drill being conducted by the Instructors/Evaluators of PCDRRMO.	<p>3. Conduct lectures, trainings, seminars and/or drills as requested.</p> <p>3.1 Instructors shall observe the designed programme of activities.</p> <p>3.2 Evaluators shall observe the actual drill process.</p>	None	Training/Drill Duration varies based on the programme of instructions and/or schedule presented by the requesting party.	<i>Instructors Evaluators and/or Emergency Response Team (PCDRRMO)</i>
<p>4. Participate in the evaluation process.</p> <p>4.1 Evaluate the lecture/s, seminar/s and training/s conducted by PCDRRMO; OR</p> <p>4.2 Evaluate the drill conducted by the requesting party</p>	<p>4. Conduct of evaluation process.</p> <p>4.1 Have the participants accomplish the module evaluation forms and training course evaluation forms.</p> <p>4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review.</p>	None	1 Hour	<i>Instructors Evaluators and/or Emergency Response Team (PCDRRMO)</i>
5. Coordinate with the demobilization of instructors/	5. Demobilize the deployed team/s.	None	25 Minutes	MICHAEL T. FLORES <i>Local Disaster</i>





<p>evaluators and/or Emergency Response Team of the PCDRRMO.</p> <p>5.1 Secure and sign the Deployment Form/s and After Activity Report from the assigned personnel of PCDRRMO.</p> <p>5.2 Return to the PCDRRMO, as advised, to claim certification/s of the activity.</p>	<p>5.1 Ensure that deployment forms are signed by the requesting party.</p> <p>5.2 Accomplish Post Activity Report and provide a copy for the requesting party.</p> <p>5.3 Advise the requesting party to report to the PCDRRMO for the issuance of certifications</p>			<p><i>Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)</i></p>
<b>TOTAL:</b>		None	2 Hours and 28 Minutes (excluding training and drill duration)	

*Note: Duration of the training/drill varies on the programme of activities approved by the requesting party*



## 187. Requesting Financial Assistance for Barangay Officials

The Liga ng mga Barangay (LIGA) Office facilitates request for financial assistance such as hospitalization expenses and burial needs of barangay officials.

<b>Office or Division:</b>	Liga ng mga Barangay (LIGA) Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All barangay officials of Pasay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Discharge Summary (1 photocopy)		Hospital where the patient is admitted		
Oath of Office (1 photocopy)		Barangay Office		
<b>Representative</b>				
Letter Request from the barangay official		Barangay official's immediate family member/s		
Discharge Summary/Death Certificate of barangay official (1 photocopy)		Hospital where the patient is admitted		
Oath of Office of barangay official (1 photocopy)		Barangay Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete set of requirements to the Receiving Section of Liga ng mga Barangay (LIGA) Office	1. Acknowledge and check the completeness and veracity of submitted requirements	None	10 Minutes	MIRIAM Z. ESPINA <i>Private Secretary I</i> (LIGA Office)
2. Secure receiving copies of the request at the Receiving Section of Liga ng mga Barangay (LIGA) Office	2. Process the request: 2.1 Issue the receiving copies thereof 2.2 Advise the client on the approval of Financial Assistance	None	5 Minutes  6 Days (waiting period prior release of financial assistance)	MIRIAM Z. ESPINA <i>Private Secretary I</i> (LIGA Office)  Liga Ng Barangay Board (LIGA Office)



3. Sign the voucher regarding request for financial assistance.	3. Issue the cheque thereof, and keep the voucher for file reference	None	5 Minutes	MIRIAM Z. ESPINA <i>Private Secretary I</i> (LIGA Office)
<b>TOTAL:</b>		None	6 Days, 20 Minutes	

### 188. Requesting for a Copy of Certificate of Grades/Units Earned/General Weighted Average

Students of the City University of Pasay (CUP) can secure copy of Certificate of Grades/ Units Earned/General Weighted Average to comply the requirements in availing scholarship, and employment promotions.

<b>Office or Division:</b>	City University of Pasay
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Presently Enrolled and Former CUP Graduate or Undergraduate Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
Applicant Letter	Document Owner
Any Government ID Card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, School ID
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form	CUP Registrar's Office  Document Owner
Previous Transcript of Records (TOR) (1 photocopy)	CUP Registrar's Office
<b>Representative</b>	
Authorization Letter (1 original)	Person represented (Document Owner)
Applicant's Letter	Person represented (Document Owner)
Any Government ID Card of Person Represented (Document Owner) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, School ID
Any Government ID Card of Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Duly Accomplished Application Form: - Application Form (1 original)	CUP Registrar's Office



- Detail/Information to be indicated in the Application Form		Person represented (Document Owner)		
Previous TOR (1 photocopy)		CUP Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements. 1.1 Advise the client to return after 7 working days.	None	1 Minute  (7 days-waiting time prior issuance of requested document)	MARIO L. CASTELO <i>Administrative Officer I</i> Registrar's Office (CUP)
2. Present any valid ID card and claim the requested document from the assigned staff of the CUP Registrar's Office	2. Release the requested document to the client.	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
<b>TOTAL:</b>		None	7 Days and 4 Minutes	

### 189. Requesting for Clearance as to Property Accountability

Separated employees of Pasay City Government, Officials of National Government Agencies with property accountability to the City Government, and those employees who wish to travel abroad and avail more than thirty (30) days leave of absence, shall secure clearance from property accountability at the General Services Office.

<b>Office or Division:</b>	General Services Office (GSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Separated employees of Pasay City Government, Officials of National Government Agencies with property accountability to the City Government and those employees who wish to travel abroad and avail more than thirty (30) days leave of absence shall secure clearance from property accountability at the General Services Office



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Clearance Form (1 original, 3 duplicate) <ul style="list-style-type: none"> <li>- Clearance Form</li> <li>- Details of the form</li> </ul>		Concerned office/department if currently employed, and HRMDO, if separated Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Clearance Form at the receiving counter of GSO, and wait for further instructions.	1. Acknowledge receipt of Clearance Form.	None	2 Minutes	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)
	1.1 Check and verify accountability from the database of Property Acknowledgement Receipt (PAR) and Report on the Physical Count of Property, Plant & Equipment (RPCPPE)/Report on Physical Count of Inventories (RPCI)	None		MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)
	a. Without accountability  b. With accountability: prepare PAR for transfer of accountabilities, verify physical existence of the items, and have the next responsible ranking personnel to sign.			10 Minutes  3 Hours
2. Receive the signed Clearance Form at the GSO releasing counter.	2. Approve the Clearance Form.  2.1 Release the duly approved Clearance Form and the cancelled original PAR, if any, to	None	15 Minutes	ARBIE B. SABULAO <i>Officer-in-Charge</i> (GSO)  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)



	the requesting party, and retain a photocopy thereof.			MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)  JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)
<b>TOTAL:</b>		None	Without Accountability: 27 Minutes  With Accountability: 3 Hours and 17 Minutes	

### 190. Requesting for Original Copy of Related Learning Experience (RLE) Certification (Graduates of S.Y. 2009 and Above)

BS Nursing Graduate Students of the City University of Pasay (S.Y. 2009 and above) can secure original copy of Related Learning Experience (RLE) Certification for work related requirements (for Local and Abroad Setting).

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Former Graduates of BS Nursing Course at the CUP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Application Form: - Application Form(1 original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Applicant		
Transcript of Records (TOR) (1 photocopy)		CUP Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the TOR together with the duly accomplished	1. Check the completeness and veracity of	None	1 Minute	MARIO L. CASTELO <i>Administrative</i>



application form to the assigned staff at the CUP Registrar's Office	submitted requirements, and advise the client to return after 3 days.  1.1 Forward the request to the Dean of the College of Nursing.		(3 days-waiting time prior issuance of RLE)	Officer I (Registrar's Office, CUP)
2. Claim the requested document from the assigned staff at the CUP Registrar's Office	2. Release the Original Copy of RLE Certification to the client.	None	1 Minute	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
<b>TOTAL:</b>		None	3 Days and 2 Minutes	

### 191. Requesting Original Copy of Course Description

Former Students of the City University of Pasay (CUP) can secure original copy of Course Description to comply with their requirements for their new school/s.

<b>Office or Division:</b>	City University of Pasay			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Former CUP Students (Graduate or Undergraduate)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Requester		
Transcript of Records (TOR) (1 photocopy)		CUP Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the TOR	1. Check the	None	1 Minute	MARIO L.



together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office.	completeness and veracity of submitted requirements, and advise the client to return after three (3) working days.		(3 days-waiting time prior issuance of Course Description)	CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Claim requested document to the assigned staff of the CUP Registrar's Office.	2. Release the original copy of Course Description to the client.	None	1 Minute	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
<b>TOTAL:</b>		None	3 Days and 2 Minutes	

## 192. Resolution of Issues and Concerns presented by Informal Settlers of the Community

The Urban Development and Housing Office facilitates the resolution of issues and concerns presented by the informal settlers of the community for the Community Mortgage Program (CMP) and Clearing Operations.

<b>Office or Division:</b>	Urban Development & Housing Office (UDHO)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Applicant	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Certificate of Registration with the Housing Land Use and Regulatory Board (1 original copy, 1 photocopy)		Housing Land Use and Regulatory Board (HLURB)
Copy of Constitution & By-laws (1 photocopy)		HLURB
List of Association's Board of Directors/Officers and Members (1 photocopy)		Homeowner's Association
Copy Accreditation with the City Council –		PCUP & City Secretariat Office





LGU and Presidential Commission for the Urban Poor (1 photocopy)				
Pertinent document/s relative to the community association activities to acquire the lot they currently occupy or letter requesting for assistance such as: <ul style="list-style-type: none"> <li>- Court Order (1 photocopy)</li> <li>- TCT Title (1 photocopy)</li> <li>- Pre-Demolition Conference Certification (1 photocopy)</li> </ul>		Metropolitan Trial Court (MTC), and Regional Trial Court (RTC) Registry of Deeds (RD) Presidential Commission for the Urban Poor PCUP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements to the assigned personnel at UDHO.	1. Evaluate and verify the submitted requirements.	None	5 Minutes	BILLY Q. RODA <i>Administrative Aide II</i> (UDHO)
	1.1 Coordinate with the Barangay Captain who has jurisdiction over the area for ocular inspection.	None	3 Hours	EMILIO R. PACIENTE JR. <i>Administrative Aide I</i> (UDHO)
2. Return to UDHO for orientation meeting.	2. Conduct orientation meeting with the informal settlers.	None	1 Hour	JOMARK R. BALANI <i>Administrative Aide IV</i> (UDHO)
	2.1 Conduct census and mapping of the area.	None	3 Days	BILLY Q. RODA <i>Administrative Aide II</i> (UDHO)
	2.2 Review/evaluate the case, and prepare recommendation to the concerned agency/agencies such as National Housing Authority, PCUP and HLURB	None	1 Day	EMILIO R. PACIENTE JR. <i>Administrative Aide I</i> (UDHO)  MARILOU Q. RIVERA <i>Administrative Aide I</i> (UDHO)



	based on the result thereof.			
<b>TOTAL:</b>		None	4 Days, 4 Hours and 5 Minutes	

### 193. Requesting Traffic Permit

A traffic permit is requested by client/s for any improvement programs/projects, constructions or other works that may intrude the public right-of-way, which includes streets, roads, highways, or sidewalks.

<b>Office or Division:</b>		<b>Pasay Traffic and Parking Management Office (PTPMO)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen, G2B-Government to Business, and G2G-Government to Government		
<b>Who may avail:</b>		Private Owners/Contractors of Establishment, Government Agency/ies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 original)		Client/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter for Traffic Permit addressed to the Office of the Mayor thru City Secretariat, City Engineering Office, and concerned Barangay to the assigned personnel of PTPMO.	1. Receive the request letter and forward it to the assigned staff for appropriate action.	None	2 Minutes	GRACIELA C. GUEVARRA <i>Administrative Aide I</i> <i>Administrative Section</i> (PTPMO)
2. Wait for your request to be processed by the PTPMO.	3. Send monitoring personnel to conduct a site inspection.	None	10 Minutes	EDMAR C. RUAMERO <i>Traffic Aide II</i> (PTPMO)



	2.1 Prepare and issue the traffic permit to the client.	None	3 Minutes	GRACIELA C. GUEVARRA <i>Administrative Aide I</i> <i>Administrative Section</i> <i>(PTPMO)</i>
<b>TOTAL:</b>		None	15 Minutes	

## 194. Return of Unserviceable Property/Waste Material

Concerned Department/Office/NGA is obliged to return to the General Services Office all unserviceable properties previously recorded as assets and/or waste materials incidental in the repair of equipment/ machinery so that they may be properly disposed of and dropped from the books of accounts.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Property Return Slip/Waste Material Report Form (1 original, 1 duplicate): - Property Return Slip/Waste Material Report Form - Details of the form		General Services Office (GSO)  Department/Office/NGA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Property Return Slip/Waste Material Report Form at the receiving counter of GSO.	1. Receive and verify correctness of the details in the form.  1.1 Determine the status of the equipment if for disposal, transfer, unserviceable and/or for repair.	None	2 Minutes   1 Hour (within the City Hall Building)  3 Hours (outside the City Hall Building)	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)  MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)  JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  ALLAIN EDBERT A. VELASCO



	<p>1.2 For minimal items store the unserviceable property/waste material in the Stock Room.</p> <p>1.3 For bulky items, verify on site and inform the end-user to safeguard the items for disposal later in an as is, where is basis.</p> <p>1.4 Approve the PRS/WMR upon receipt of the actual items returned.</p>			Administrative Officer IV (GSO)
<p>2. Claim the receiving copy of the Property Return Slip/Waste Material Report at the releasing counter of the GSO.</p> <p>2.1 Sign the Inventory and Inspection Report of Unserviceable Property and return the same to the GSO.</p>	<p>2. Release a copy of the approved Property Return Slip/Waste Material Report and cancelled PAR.</p> <p>2.1 Prepare Inventory and Inspection Report of Unserviceable Property (IIRUP) with in-house appraisal for signature by the end-user</p>	<p>None</p> <p>None</p>	<p>5 Minutes</p> <p>3 Hours</p>	<p>MARVIN D. GARCIA Administrative Officer II (GSO)</p> <p>MARICAR C. FRIAS Administrative Officer III (GSO)</p> <p>JANELYNN F. MARTIR Administrative Officer III (GSO)</p> <p>ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)</p> <p>ARBIE B. SABULAO Officer-in-Charge (GSO)</p>



	office/ department.  2.3 Submit copy of IIRUP and its attachments to COA for appropriate action.  2.4 Submit copy of IIRUP and its attachments to the Property Disposal Committee for proper disposal proceedings.			
<b>TOTAL:</b>		None	4 Hours and 7 Minutes (within the City Hall Building)  6 Hours and 7 Minutes (outside the City Hall Building)	

### 195. Review of Barangay DRRM Plans and Budget

The Pasay City Disaster Risk Reduction and Management Office collates and reviews the submitted Barangay DRRM Plans and Budget of all 201 Barangays of this City.

#### *Barangay DRRM Plans*

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRMO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Barangay Officials of Pasay
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Barangay DRRM Plan (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formulated Barangay DRRM Plan to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	1. Receive and check the completeness of submitted documents.  1.1 Take note of the contact person and his/her contact details.  1.2 Forward the documents to the Training Division or the Research and Planning Division of the PCDRRMO.	None	2 Minutes	MARY GRACE B. BERIN <i>Administrative Officer II/Administrative Service-in-Charge</i> (Administrative and Training Division, PCDRRMO)
2. Wait for the evaluation and endorsement of submitted documents by the PCDRRMO.  2.1 Coordinate with the assigned PCDRRMO personnel whether submitted plan:  a. Is approved, or  b. Require revisions after provision of recommendations or adjustments thereof, and be	2. Review and evaluate the veracity, relevance and completeness of submitted documents.  2.1 Provide necessary recommendations or adjustments and coordinate it with the concerned barangay official/s, for appropriate action.	None	2 Days (with or without plan revision/s)	MICHAEL T. FLORES, RN <i>Local Disaster Risk Reduction Management Officer I/Chief</i> (Administrative and Training Division, PCDRRMO)  LEIGH ANN KRIS J. ANDRADA, RN <i>Local Disaster Risk Reduction Management Officer II/Chief</i> (Research and Planning Division, PCDRRMO)



<p>resubmitted so.</p>	<p>2.2 Forward the final documents to the department head of PCDRRMO.</p> <p>2.3 Provide Certificate of Review and Evaluation and Recommendation.</p> <p>2.4 Sign the Certificate of Review and Evaluation and Recommendation by the Department Head</p>			<p>SARIEL P. SALAMAT, RSW, MCDRM  <i>City Government Assistant Department Head II/OIC (PCDRRMO)</i></p>
<p>3. Claim the reviewed plan from the assigned personnel of PCDRRMO and provide a copy of the approved plan including all necessary attachments (i.e. Barangay Resolution/s, Executive Order/s on DRRM).</p>	<p>3. Release the reviewed Barangay DRRM Plan to the client.</p> <p>3.1 Ensure to retain a copy of the reviewed plan including other attachments</p> <p>3.2 Maintain a database of all submitted plans.</p>	<p>None</p>	<p>5 Minutes</p>	<p>MICHAEL T. FLORES, RN  <i>Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)</i></p> <p>or</p> <p>LEIGH ANN KRIS J. ANDRADA, RN  <i>Local Disaster Risk Reduction Management Officer II/Chief (Research and Planning Division, PCDRRMO)</i></p>



<b>TOTAL:</b>	None	2 Days and 7 Minutes	
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**Note:** This Office provides technical assistance in the formulation of the Barangay DRRM Plans and Budget for Barangay Officials

*Barangay DRRM Budget*

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay Officials of Pasay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay DRRM Budget (1 Original)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formulated Annual Barangay Disaster Risk Reduction and Management Fund Investment Program (BDRRMFIP) to the assigned personnel at the PCDRRMO.	1. Receive and check the completeness of submitted documents.  1.1 Take note of the contact person and his/her contact details.  1.2 Forward the BDRRMFIP to the Training Division or the Research and Planning Division of the PCDRRMO.	None	2 Minutes	MARY GRACE B. BERIN, RN <i>Administrative Officer II/Administrative Services, In-Charge</i> (Administrative and Training Division, PCDRRMO)
2. Wait for the evaluation and endorsement of signed submitted documents by PCDRRMO.  2.1 Coordinate with the assigned PCDRRMO personnel whether submitted budget:	2. Review and evaluate the veracity, relevance and completeness of submitted documents.  2.1 Provide necessary	None	1 Day (with or without budget revision/s)	MICHAEL T. FLORES, RN <i>Local Disaster Risk Reduction Management Officer I/Chief</i> (Administrative and Training Division, PCDRRMO)





<p>a. Is approved, or</p> <p>b. Require revisions after provision of recommendations or adjustments thereof, and be resubmitted so.</p>	<p>recommendations or adjustments and coordinate it with the concerned the barangay official/s, for appropriate action.</p> <p>2.2 Forward the final document to the department head of PCDRMO for signature.</p> <p>2.3 Sign the reviewed document/s by the Department Head.</p>			<p>LEIGH ANN KRIS J. ANDRADA, RN <i>Local Disaster Risk Reduction Management Officer II/Chief</i> (Research and Planning Division, PCDRMO)</p> <p>SARIEL P. SALAMAT, RSW, MCDRM <i>City Government Assistant Department Head II/OIC</i> (PCDRMO)</p>
<p>3. Claim the reviewed and signed BDRRMFIP from the assigned personnel of PCDRMO.</p>	<p>3. Release the signed Barangay DRRM Budget to the client.</p> <p>3.1 Ensure to retain a copy of the reviewed plan including other attachments.</p> <p>3.2 Maintain a database of all submitted BDRRMFIPs.</p>	<p>None</p>	<p>5 Minutes</p>	<p>MICHAEL T. FLORES, RN <i>Local Disaster Risk Reduction Management Officer I/Chief</i> (Administrative and Training Division, PCDRMO)</p> <p>LEIGH ANN KRIS J. ANDRADA, RN <i>Local Disaster Risk Reduction Management Officer II/Chief</i> (Research and Planning Division, PCDRMO)</p>



<b>TOTAL:</b>		None	1 Day and 7 Minutes	

**Note:** This Office provides technical assistance in the formulation of the Barangay DRRM Plans and Budget for Barangay Officials

## 196. Securing Building Permit Certifications

Building Permit Certifications are secured from the City Engineer's Office for issued building permits pertaining to constructed, renovated, repaired, altered, installed, erected, converted and demolished buildings, structures, appurtenances, machineries and the likes. Certifications include the following:

1. Certified true copy of building permit
2. Certified true copy of Certificate of Use/Occupancy
3. Issuance of Certificate of Damage
4. Certified true copy of Final Certificate of Electrical Inspection (CEI)
5. Certified true copy of Certificate to Operation
6. Certified true copy of other ancillary building permit(s)

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	All owners of buildings in Pasay City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Duly signed letter request (1 original)	Building Owner	
Previously issued engineering permit/s (1 photocopy)	CEO/OBO	
Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)	
<b>Representative:</b>		
Authorization letter (1 original and 1 photocopy)	Person Represented (Building Owner)	



Any valid ID card of the person represented (Building Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any valid government ID card of the representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Duly signed letter request (1 original)		Person Represented (Building Owner)		
Previously issued engineering permit/s (1 photocopy)		CEO/OBO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly signed letter request together with complete requirements at Room 311, Administrative Division, CEO/OBO.	<p>1. Verify the availability of the requested document from office's records on file:</p> <p>1.1 If document is available, issue order of payment and inform the client to proceed to the City Treasurer's Office;</p> <p>1.2 If document is not available, issue certification as to non-availability.</p>	None	1 Day	<p>TERESITA I. MALAGA <i>Administrative Officer V</i> (One-Stop Shop Construction Permit Application Section [OSSCPAS], CEO/OBO)</p> <p>LLOYD B. SORO <i>Administrative Aide IV</i>, (One-Stop Shop Construction Permit Application Section [OSSCPAS], CEO/OBO)</p>
2. Proceed to the City Treasurer's Office (CTO), and present the Order of	2. Issue the Official Receipt (OR) based on submitted Order of Payment from CEO.	<p>PHP 50 Certification Fee</p> <p>+</p> <p>PHP 20</p>	5 Minutes	CASHIER (CTO)



Payment.		Computerization Fee		
3. Return to Room 311, Administrative Division, CEO/OBO, and present the OR.	3. Verify the OR, print, and sign the certification.  3.1 Issue the requested certification to the client.	None	10 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (CEO/OBO)  ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)
<b>TOTAL:</b>		PHP 70	1 Day and 15 Minutes	

### 197. Securing Certificate of Payment of Real Property Tax

Owners of real properties located in Pasay City may secure from the City Treasurer's Office a certification of the real property taxes already paid.

<b>Office or Division:</b>	City Treasurer's Office (CTO)/Real Property Tax Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business	
<b>Who may avail:</b>	Real Property Owners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Latest Real Property Tax Declaration (1 original and 1 photocopy)		City Assessor's Office
Government issued Identification Card (1 original and 1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
<b>Representative:</b>		
Special Power of Attorney (SPA) or Notarized Authorization Letter (1 original and 1 photocopy)		Person Represented (Real Property Owner)



Government issued Identification Card of the person represented and the representative (1 original and 1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Latest Real Property Tax Declaration (1 original and 1 photocopy)		City Assessor's Office (CAssrO)		
<b>TAXPAYER STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Real Property Tax Division, CTO and submit complete requirements to the Land Tax personnel.	1. Verify completeness and veracity of requirements and review existing individual property card, then issue order of payment; and inform the taxpayer to proceed to Tellers 1-4.	None	5 Minutes	DANILO C. DELA CRUZ <i>Administrative Aide II</i> (CTO)
2. Present Order of Payment to assigned teller at the payment counter, and pay corresponding fees.	2. Issue official receipt to the taxpayer.	PHP 40	5 Minutes	<i>Land Tax Tellers 1-4</i> (CTO)
3. Return to Real Property Tax Division of CTO, and present official receipt to the assigned personnel.	3. Prepare and issue Certificate of Real Property Tax Payment to the taxpayer.	None	10 Minutes	DANILO C. DELA CRUZ <i>Administrative Aide II</i> (CTO)
<b>TOTAL:</b>		PHP 40	20 Minutes	



## 198. Securing Certified True Copy of Real Property Tax Official Receipt (Form No. 56). If the original copy was lost

Real property tax owners may secure a certified true copy of their Real Property Tax Official Receipt from the City Treasurer's Office as a requirement to other government or private transactions. CTO used the triplicate copy as the basis of a certified true copy.

<b>Office or Division:</b>	City Treasurer's Office (CTO)/Real Property Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business			
<b>Who may avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of Receipt (if no original receipt verify in the system and in the triplicate file copy)		RPT Owner / Representative		
<b>TAXPAYER STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Land Tax Division of CTO and submit complete requirements.	1. Verify submitted requirements and retrieve RPT official receipt, certify it then issue order of payment to the taxpayer.	None	8 Minutes	DANILO C. DELA CRUZ <i>Administrative Aide II</i> (CTO)
2. Present Order of Payment to assigned teller at the payment counter and pay corresponding fees.	2. Issue Official Receipt (OR) to the taxpayer.	PHP 40	5 Minutes	<i>Land Tax Tellers 1-4</i> (CTO)
3. Return to Real Property Tax Division of CTO and present official receipt to the assigned personnel.	3. Issue certified true copy of RPT official receipt.	None	2 Minutes	DANILO C. DELA CRUZ <i>Administrative Aide II</i> (CTO)
<b>TOTAL:</b>		PHP 40	15 Minutes	



## 199. Securing Original Copy of Certificate of Good Moral Character, Graduation Certificate, and Certificate of Medium of Instruction

Former and presently enrolled Graduate or Undergraduate Students of the City University of Pasay can secure original copy of Good Moral Character, Graduation Certificate and Medium of Instruction from the said university.

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Former and presently enrolled Graduate or Undergraduate Students of the CUP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal:</b>				
Any Government ID Card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, School ID		
Duly Accomplished Application Form: - Application Form (1 original) - Detail/information to be indicated in the Application Form		CUP Registrar's Office Applicant (Document Owner)		
Previous Transcript of Records (TOR) (1 photocopy)		CUP Registrar's Office		
Official Receipt (1 photocopy)		CUP Cashier's Office		
<b>Representative:</b>				
Authorization Letter (original)		Person Represented (Document Owner)		
Any Government ID Card of the Person Represented (Document Owner) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, School ID		
Any Government ID Card of the Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, School ID		
Duly Accomplished Application Form: - Application Form (1 original) - Detail/information to be indicated in the Application Form		CUP Registrar's Office Person Represented (Document Owner)		
Previous TOR (1 photocopy)		CUP Registrar's Office		
Official Receipt (1 photocopy)		CUP Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present photocopy of previous TOR, and proof of payment to the	1. Verify the photocopy of TOR and Official Receipt (OR).	None	1 Minute	MARIO L. CASTELO <i>Administrative Officer I</i>



assigned staff of the CUP Registrar's Office.				(Registrar's Office, CUP)
2. Write your name, course, inclusive year of attendance at the back of OR, and submit the photocopy of TOR to the assigned staff at the CUP Registrar's Office.	2. Check the completeness and veracity of official receipt and other submitted requirements, and advise the client to return after 3 working days.	None	1 Minute  (3 days-waiting time prior issuance of requested documents)	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
3. Present any valid ID card to the assigned staff of the CUP Registrar's Office.	3. Release the requested document to the client.	None	1 Minute	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
<b>TOTAL:</b>		None	3 Days and 3 Minutes	

## 200. Securing Original Copy of Diploma

Graduate students of the City University of Pasay (CUP) can secure original copy of Diploma from the said university.

<b>Office or Division:</b>	City University of Pasay (CUP)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All CUP Graduate Students in any Courses		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
Duly Accomplished Application Form:			
- Request Form (1 original)		CUP Registrar's Office	
- Detail/Information to be indicated in		Requester	





the Application Form				
First Page of Previous Transcript of Records (TOR) (1 photocopy)		CUP Registrar's Office		
Any Government ID Card of Person Represented (Document Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>Representative</b>				
Authorization Letter (1 original)		Person being represented (Requester)		
Any Government ID Card of Person Represented (Requester) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Duly Accomplished Application Form: - Request Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Person Represented (Requester)		
First Page of Previous TOR (1 photocopy)		CUP Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present photocopy of previous Transcript of Record (TOR) and fill-out the request form for Diploma to the assigned staff of the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements and accomplished request form  1.1 Advise the client to return after 5 working days.	None	2 Minutes  (5 days-waiting time prior issuance of Diploma)	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Present any valid ID card for the claiming of diploma to the assigned staff of the CUP registrar's Office.	2. Secure the presented ID card then instruct the requester to photocopy the diploma in three (3) sets.	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)



	<p>2.1 Release the ID card to the requester after submission of photocopied diploma.</p> <p>2.2 Release the original copy of diploma to the requester.</p>			
<b>TOTAL:</b>		None	5 Days and 4 Minutes	

## 201. Securing Original Copy of Related Learning Experience (RLE) Certification (For Graduates of S.Y. 2008 and Below)

BS Nursing Graduated Students of the City University of Pasay can secure original copy of Related Learning Experience (RLE) Certification for work related requirements (for Local and Abroad setting).

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	BS Nursing Graduated Students of the CUP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Applicant		
Transcript of Records (TOR) (1 photocopy)		CUP Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the TOR together with the duly accomplished application form to	1. Check the completeness and veracity of submitted	None	1 Minute  (7 days-waiting time prior	MARIO L. CASTELO <i>Administrative Officer I</i>



the assigned staff at the CUP Registrar's Office	requirements, and advise the client to return after 7 days.  1.1 Forward the request to the Dean of the College of Nursing.		issuance of RLE)	(Registrar's Office, CUP)
2. Claim the requested document to the assigned staff of the CUP Registrar's Office	2. Release the Original Copy of RLE Certification to the client.	None	1 Minute	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
<b>TOTAL:</b>		None	7 Days and 2 Minutes	

## 202. Securing Referral Letter for Job Placement

To ensure the employability of the applicants, they must seek the services of the Public Employment Service Office (PESO) for employment facilitation services, job-matching and evaluation.

<b>Office or Division:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Jobseekers/Job Applicants
<b>CHECKLIST OF REQUIREMENTS</b>	
Updated Resume (1 original);  <i>or</i>  Duly Accomplished Employment Information System Registration Form (EISRF) (1 original): - Registration Form - Details of the Form	Applicant           PESO Applicant
Barangay Clearance (1 photocopy)	Office of the Barangay where the applicant



		resides		
Community Tax Certificate (1 photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit updated resume or duly accomplished EISRF together with complete requirements at the receiving section of PESO.	2. Accept and evaluate submitted documents.	None	5 Minutes	LILIA G. BORNILLA <i>Administrative Aide I</i> (PESO)
	1.1 Encode application in the system.	None	5 Minutes	
2. Proceed with the initial interview at the PESO.	2. Conduct initial interview to assess the qualification of the applicant.	None	15 Minutes	LILIA G. BORNILLA <i>Administrative Aide I</i> (PESO)
	2.1 If the position being applied for does not match the applicant's qualification, conduct job matching based on current vacant positions of accredited companies.	None	10 Minutes	LILIA G. BORNILLA <i>Administrative Aide I</i> (PESO)
	2.2 Process the request for referral letter.	None	10 Minutes	LILIA G. BORNILLA <i>Administrative Aide I</i> (PESO)
3. Claim referral letter at the releasing counter of PESO.	3. Release referral letter upon signing in the logbook.	None	5 Minutes	RECCE CATALINA J. PETILLA <i>Administrative Aide I</i>



				(PESO)
<b>TOTAL:</b>		None	50 Minutes	

### 203. Securing Tarpaulin and Other IEC Materials re: Responsible Pet Ownership and Schedule of Oplan Bantay Rabies Program

The City Veterinarian's Office is in partner with barangay officials and NGOs when it comes to conducting campaigns against rabies, a highly fatal diseases caused by animal bites. Barangay officials and NGOs may secure tarpaulin, IEC materials and schedule thereat for the conduct of Oplan Bantay Rabies Program in their locality.

<b>Office or Division:</b>		City Veterinarian's Office (CVO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Barangay Officials, NGOs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original)		Barangay Officials, NGOs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the assigned clerk at the CVO.	1. Schedule the activity and release the tarpaulin and other IEC materials to the client.	None	10 Minutes	LIZA A. PANCHO <i>Administrative Aide IV</i> (CVO)
2. Claim the tarpaulin and other IEC materials from assigned clerk at the CVO.	2. Ask the client to sign in the logbook upon receipt of the tarpaulin and other IEC materials; and notify him/her on the date of the vaccination activity.	None	5 Minutes	LIZA A. PANCHO <i>Administrative Aide IV</i> (CVO)
<b>TOTAL:</b>		None	15 Minutes	



## 204. Securing Transcript of Records (2<sup>nd</sup> Request or More)

Former Graduate Students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Former Graduate Students of CUP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Requester		
Any Government ID Card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Latest/previously requested Transcript of Records (TOR) (1 photocopy)		CUP Registrar's Office		
<b>Representative</b>				
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Person Represented (Requester)		
Authorization Letter (1 original)		Person being represented (Requester)		
Any Government ID Card of Person Represented (Document Owner) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Latest/previously requested TOR (1 photocopy)		CUP Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue the corresponding order of payment for 2 <sup>nd</sup> copy of	None	5 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)



	TOR.			
2. Present the order of payment and pay the necessary fees to the assigned staff of the CUP Cashier's Office.	2. Issue the Official Receipt (OR) to the client based on presented order of payment.	PHP 100/ page	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>
3. Present OR to the assigned staff of the CUP Registrar's Office.	3. Stamp the OR, write the releasing date of the TOR at the back thereof, and advice the client to return after 5 days for the issuance of 2 <sup>nd</sup> copy of TOR.  3.1 Retrieve the records of the requester.		1 Minute  (5 days-waiting time prior issuance of TOR)	MARIO L. CASTELO <i>Administrative Officer I (Registrar's Office, CUP)</i>
4. Present the OR to the assigned staff of the CUP Registrar's Office.	4. Release the TOR to the client.	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I (Registrar's Office, CUP)</i>
<b>TOTAL:</b>		PHP 100/ page	5 Days and 10 Minutes	

## 205. Securing Transcript of Records (TOR) - 1<sup>st</sup> Request (New Graduates)

Newly Graduated Students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

<b>Office or Division:</b>	City University of Pasay (CUP)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Newly Graduated Students of CUP
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



<b>Principal:</b>				
Completely Signed Clearance (1 original)		CUP Cashier's Office		
Any Government ID Card (Document Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>Representative:</b>				
Authorization Letter (1 Original)		Person represented (Document Owner)		
Any Government ID Card of Person Represented (Document Owner) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Completely Signed Clearance (1 original)		CUP Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present completely signed clearance to the assigned staff at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted clearance, and issue the corresponding order of payment.	None	2 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Present order of payment and pay the necessary fees to the assigned staff of the CUP Cashier's Office.	2. Issue the Official Receipt (OR) to the client based on presented order of payment.	PHP 100/ page	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II</i> Cashier (CUP)
3. Present OR to the assigned staff of the CUP Registrar's Office.	3. Stamp the OR, write the releasing date of the TOR at the back thereof, and advise the client to return after 7 working days.  3.1 Retrieve the records of the requester.	None	1 Minute  (7 days-waiting time prior issuance of TOR)	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
4. Present the OR to	4. Release the TOR	None	1 Minute	MARIO L.





the assigned staff of the CUP Registrar's Office.	to the client.			CASTELO Administrative Officer I (Registrar's Office, CUP)
<b>TOTAL:</b>		PHP 100/page	7 Days and 6 Minutes	

## 206. Securing Transcript of Records (TOR) 1<sup>st</sup> Request (Graduates of 1 year ago and previous years)

Former Graduate students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Formerly and Newly CUP Graduated Student's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal:</b>				
Completely Signed Clearance (1 original)		CUP Cashier's Office		
Any Government ID Card of Person Represented (Document Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>Representative</b>				
Authorization Letter (1 Original)		Person represented (Document Owner)		
Any Government ID Card of Person Represented (Document Owner) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government ID Card of Representative (Document Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Completely Signed Clearance (1 original)		CUP Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present fully signed clearance to the assigned staff at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted clearance and issue the	None	2 Minutes	MARIO L. CASTELO Administrative Officer I Registrar's Office (CUP)



	corresponding order of payment			
2. Present the order of payment and pay the necessary fees to the assigned staff of the CUP Cashier's Office.	2. Issue the Official Receipt (OR) to the client based on presented order of payment.	PHP 100/ page	2 Minutes	JAIME C. DILIG JR. <i>Revenue Collection Clerk II Cashier (CUP)</i>
3. Present OR to the assigned staff of the CUP Registrar's Office.	3. Stamp the OR, write the releasing date of the TOR at the back thereof, and advice the client to return after 7 days.  3.1 Retrieve the records of the requester and check for its completeness based on the needed requirements.	None	1 Minute  (13 Days, 7 Hours, and 54 Minutes- waiting time prior issuance of TOR)	MARIO L. CASTELO <i>Administrative Officer I Registrar's Office (CUP)</i>
4. Present the OR to the assigned staff of the CUP Registrar's Office.	4. Release the TOR to the client.	None	1 Minute	MARIO L. CASTELO <i>Administrative Officer I (Registrar's Office, CUP)</i>
<b>TOTAL:</b>		PHP 100/ page	14 Days	

## 207. Securing Transcript of Records (TOR) of Undergraduate Students

Undergraduate Students of the City University of Pasay (CUP) can secure original copy of Transcript of Records (TOR) from the said university.



<b>Office or Division:</b>	City University of Pasay (CUP)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Former and Presently Enrolled CUP Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Applicant Letter		Document Owner		
Any Government ID Card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Duly Accomplished Application Form: - Permanent Record Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Requester		
Completely Signed Clearance (1 original)		CUP Cashier's Office		
<b>Representative</b>				
Authorization Letter (1 Original)		Person represented (Requester)		
Any Government ID Card of Person Represented (Document Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Duly Accomplished Application Form: - Permanent Record Form (1 Original) - Detail/Information to be indicated in the Application Form		CUP Registrar's Office Person Represented (Requester)		
Completely Signed Clearance (1 original)		CUP Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements and fully signed clearance together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office	1. Check the completeness and veracity of submitted requirements, and issue the corresponding order of payment.	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
2. Present the order of payment and pay the necessary	2. Issue the Official Receipt (OR) to the client based	PHP 100.00/page	2 Minutes	JAIME C. DILIG JR. <i>Revenue</i>



fees to the assigned staff of the CUP Cashier's Office.	on presented order of payment.			<i>Collection Clerk II</i> Cashier (CUP)
3. Present OR to the assigned staff of the CUP Registrar's Office.	3. Stamp the OR, write the releasing date of the TOR at the back thereof, and advise the client to return after 7 days.  3.1 Retrieve the records of the requester.	None	15 Minutes  (7 days-waiting time prior issuance of TOR)	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
4. Present the OR to the assigned staff of the CUP Registrar's Office.	4. Release the Transcript of Record (TOR) to the client.	None	3 Minutes	MARIO L. CASTELO <i>Administrative Officer I</i> (Registrar's Office, CUP)
<b>TOTAL:</b>		PHP 100/page	7 Days and 23 Minutes	

## 208. Sidewalk Clearing Services

The Pasay City Environment and Natural Resources Office regularly conducts clearing services in the City such as sidewalk obstructions. Also, it assists the City Engineers Office in the demolition of shanties located along City sidewalks; and the Pasay City Social Welfare and Development Department during rescue operation of homeless people.

<b>Office or Division:</b>	Pasay City Environment and Natural Resources Office (PCENRO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government and G2C-Government to Citizen	
<b>Who may avail:</b>	Barangays and private sectors	
Request/complaint letter (1 original)	Requesting party	
Printed photo of the concerned area (1 photocopy)	Requesting party	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PCENRO and submit your written request/ complaint with photo of concerned area.	1. Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA <i>Administrative Assistant II,</i> (PCENRO)
2. Wait for your request/ complaint to be processed by the PCENRO.	2. Discuss with the client or requesting party the details of the complaint.	None	4 Minutes	ENGR. RENATO A. SANCHEZ, <i>Officer-in-Charge,</i> (PCENRO)  RONALD RAE M. SALVADOR, <i>Supervising Administrative Officer</i> (PCENRO)
3. Secure schedule of clearing operations from PCENRO.	3. Arrange and issue the approved schedule of clearing operations.	None	4 Minutes	RONALD RAE M. SALVADOR, <i>Supervising Administrative Officer</i> (PCENRO)
<b>TOTAL:</b>		None	10 Minutes	

## 209. Signing of Checks for Payment of Various Obligations

The Office of the City Vice Mayor processes the check signing for the payment of various obligations of the City Government departments/offices under the Legislative Department.

<b>Office or Division:</b>	Office of the City Vice Mayor (OCVM)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government; G2C-Government to Citizen
<b>Who may avail:</b>	Employees, former employees, and other offices under the legislative department



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Payment of Salary:</b> <ul style="list-style-type: none"> <li>- Approved payroll (1 original)</li> <li>- Disbursement Voucher for Cash Advance (1 original)</li> </ul>		Human Resource Management and Development Office (HRMDO), City Budget Office (CBO), City Accounting Office (CAcctgO), City Treasurer's Office (CTO) CTO, CAcctgO		
<b>For Payment of Terminal Leave Benefits:</b> <ul style="list-style-type: none"> <li>- Approved Voucher (1 original)</li> <li>- Approved Obligation Request (1 original)</li> <li>- Approved Leave Application (1 original)</li> <li>- Computation of Terminal Leave (1 original)</li> </ul>		HRMDO, CBO, CAcctgO, CTO HRMDO, CBO HRMDO HRMDO		
<b>For Payment of Seminar/Training Fees:</b> <ul style="list-style-type: none"> <li>- Approved Voucher (1 original)</li> <li>- Approved Obligation Request (1 original)</li> <li>- Approved Travel Order (1 original)</li> </ul>		CAcctgO and CTO Concerned Department/Office, CBO OCVM		
<b>For Payment of Services/Repairs:</b> <ul style="list-style-type: none"> <li>- Approved Voucher (1 original)</li> <li>- Approved Obligation Request (1 original)</li> </ul>		General Services Office, CAcctgO, CTO, OCVM Concerned Department/Office, CBO, OCVM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit check and supporting documents to the Administrative Section of the Office of the Vice Mayor for review of documents.	1. Evaluate the documents.  1.1 Check will then be forwarded to the Vice Mayor for his approval	None	7 Hours 25 Minutes	RICHARD T. FELIX <i>Supervising Administrative Officer</i> (OCVM)  ROLANDO M. OSIT <i>Administrative Assistant II</i> (OCVM)  ANGELITO S.



	1.2 Transmit the signed checks to the Office of the City Accountant for proper action	None	30 Minutes	DELA CRUZ <i>Administrative Assistant II</i> (OCVM)  ROMMEL M. TORRES <i>Administrative Aide I</i> (OCVM)  EDUARDO LUIS RAYMUNDO M. CASTRO <i>Administrative Aide I</i> (OCVM)
2. Follow-up the status of check at the OCVM.	2. Advise the client that the check has been signed, and was already transmitted to City Accountant's Office.	None	5 Minutes	ARNEL A. UBALDE <i>Administrative Officer IV</i> (OCVM)  ROMMEL M. TORRES <i>Administrative Aide I</i> (OCVM)
<b>TOTAL</b>		None	1 Day	

## 210. Slaughterhouse Operation – Ante Mortem/Post Mortem Inspection

All animals intended for human consumption shall be brought for inspection to the City Government's slaughterhouse, operated by the City Veterinarian's Office. This is done to ensure that only healthy animals are slaughtered and those deemed unhealthy are separated and dealt with accordingly.

<b>Office or Division:</b>	City Veterinarian's Office (CVO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Meat Vendors
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	



Shipping permit (1 Original)		Animal Shop or City/Provincial Veterinarian Office designated by Bureau of Animal Industry (BAI)		
Health Certificate (1 Original)		Licensed Veterinarian Office/Clinic		
<b>Representative</b>				
Shipping permit (1 Original)		Animal Shop or City/Provincial Veterinarian Office designated by Bureau of Animal Industry (BAI)		
Health Certificate (1 Original)		License Veterinarian Office/Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Present live animal for Ante Mortem Inspection at slaughterhouse.</p> <p>Note:</p> <p>Slaughterhouse is located either at Kayang, Dian Street or Malvar, Virata Street, Pasay City. The client may proceed to location convenient to him/her.</p>	<p>1. Conduct Ante Mortem inspection to all animals before slaughter.</p>	<p>Large Cattle – PHP 15</p> <p>Hog – PHP 10</p> <p>Goat, Sheep and the likes – PHP 5</p>	<p>3 Hours</p>	<p>FLORANTE C. PUNZALAN <i>Meat Inspector I</i> (CVO) assigned at Kayang</p> <p>or</p> <p>ANTHONY T. DENUS <i>Meat Inspector I</i> (CVO) assigned at Kayang;</p> <p>FELIX M. TORRENUOVA <i>Pound Keeper I</i> (CVO) assigned at Malvar</p>
<p>2. Present the slaughtered animal for Post Mortem Inspection either at Slaughterhouses located either at Kayang, Dian Street or Malvar, Virata Street, Pasay City.</p>	<p>2. Conduct Post Mortem inspection on meat and internal organs to ensure that the meat is safe for human consumption.</p>	<p>Large Cattle – PHP15</p> <p>Hog – PHP 10</p> <p>Goat, Sheep and the likes – PHP 5</p>	<p>1 Hour</p>	<p>FLORANTE C. PUNZALAN <i>Meat Inspector I</i> (CVO) assigned at Kayang</p> <p>or</p> <p>ANTHONY T. DENUS <i>Meat Inspector I</i> (CVO) assigned at Kayang;</p> <p>FELIX M. TORRENUOVA <i>Pound Keeper I</i></p>





				(CVO) assigned at Malvar
3. Secure Matanza (Proof of Payment) at the slaughterhouse.	3. Issue Matanza or Proof of Payment to the client.	None	5 Minutes	<i>Slaughterhouse Operator,</i> (Kayang or Malvar)
4. Present the Matanza or Proof of Payment to the assigned personnel of the CVO at the slaughterhouse; and secure Meat Inspection Certificate.	4. Issue Meat Inspection Certificate to the client.	None	5 Minutes	FLORANTE C. PUNZALAN <i>Meat Inspector I</i> (CVO) assigned at Kayang  or  ANTHONY T. DENUS <i>Meat Inspector I</i> (CVO) assigned at Kayang;  FELIX M. TORRENUUEVA <i>Pound Keeper I</i> (CVO) assigned at Malvar
<b>TOTAL:</b>			4 Hours and 10 Minutes	

## 211. Street Sweeping Services

The Pasay City Environment and Natural Resources Office regularly cleans the City with the help of street sweepers assigned to different areas within the jurisdiction of Pasay for a maximum of sixteen (16) hours at two (2) shifts per day.

<b>Office or Division:</b>	Pasay City Environment and Natural Resources Office (PCENRO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Barangays, NGOs and private sectors	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request letter (1 original)		Requesting party
Printed photo of the concerned area		Requesting party



(1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit letter request with the photo of the concerned area.	1. Receive the letter request and forward it to the supervisor of the street sweepers.	None	2 Minutes	ENCARNITA A. IDIOMA <i>Administrative Assistant II,</i> (PCENRO)
2. Discuss details of the request to the Street Sweeper Supervisor from PCENRO.	2. Attends to the concerns of the client/ requesting party and notes the details of the request.	None	10 Minutes	ALEXANDER P. GOMEZ <i>Administrative Aide IV</i> (PCENRO)
3. Secure the schedule of clean-up operations from PCENRO.	3. Arrange and issue the approved schedule of clean-up operations.	None	5 Minutes	ALEXANDER P. GOMEZ <i>Administrative Aide IV</i> (PCENRO)
<b>TOTAL:</b>		None	17 Minutes	

## 212. Supplemental Report of Omitted Information in a Registered Civil Registry Document

Processing of supplemental report of omitted information in a registered civil registry document at the Local Civil Registry Office.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Document issued by the PSA with omitted information (1 original, 1 photocopy)	Philippine Statistics Authority (PSA)	
Affidavit for Supplemental Report (3 original)	Notary Public	
Any Supporting Document to support the omitted information (1 original, 1 photocopy)		



e.g. Certificate of Baptism Certificate of Marriage Certificate of Live Birth	Church PSA or LCRO PSA or LCRO
Valid Government ID Card (1 original, 1 photocopy)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
<b>Representative:</b>	
Special Power of Attorney (1 original)	Person Represented (Document Owner)
Valid Government ID Card of the Person Represented (Petitioner) (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the Representative (1 original, 1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Affidavit of Kinship (in case of deceased owner) (1 original)	Nearest of Kin/Immediate Family
Document issued by the PSA with omitted information (1 original, 1 photocopy)	PSA
Affidavit for Supplemental Report (3 original)	Notary Public
Any Supporting Document to support the omitted information (1 original, 1 photocopy) e.g. Certificate of Baptism Certificate of Marriage Certificate of Live Birth	Church PSA or LCRO PSA or LCRO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents to the requesting window at the Local Civil Registry Office	1. Review the documents for consistency, completeness and jurisdiction. If incomplete or inconsistent supporting documents, petitioner will be advised of the insufficiencies of documents.  1.1. Once checked, issue order of payment for the required fees for the filing fee of supplemental report and certified true copies to the client.	None	6 Minutes	ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)  or  FRENCITA P. PENECHOS <i>Administrative Aide II</i> (LCRO)
2. Pay the required fees at the City Treasurer's Office	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	For Supplemental Report Fee (SRF) – PHP 100  For CTC of Supplemental Report (CTCSR) – PHP 50  For CTC of the annotated civil	5 Minutes	<i>Teller</i> (CTO)



		registry document (CTCCRD) – PHP 50  For Annotation Fee (AF) – PHP 100  For computerization Fee (CF) – PHP 20		
3. Present OR to the assigned personnel of the Local Civil Registry Office and releasing window	3. Verify OR. Once verified, prepare annotation, certified true copies of the supplemental report, annotated civil registry document.  3.1 Record transaction in the logbook and release the following document for submission to PSA: Certified copy of the annotated civil registry document, certified copy of the Affidavit for Supplemental Report and civil registry document with supplemental	None	37 Minutes	FRENCITA P. PENECHITOS <i>Administrative Aide II</i> (LCRO)  or  ROD-JAN S. POLIDARIO <i>Registration Officer II</i> (LCRO)



	report.			
4. Sign the logbook at the Local Civil Registry Office releasing window.	4. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	FRENCITA P. PENEKITOS <i>Administrative Aide II</i> (LCRO)
<b>TOTAL:</b>		SRF + AF + CTCSR + CTCCRD + CF = PHP 320	50 Minutes	

### 213. Tax Mapping/Verification of Property Location

This service enables the clients to identify real property, its ownership and location in the tax map at the City Assessor's Office.

<b>Office or Division:</b>	City Assessor's Office (CAssrO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of Transfer Certificate of Title/s (TCT/s)		Property Owner		
Valid Government Issued Identification Card (1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid ID card and TCT/s to the assigned personnel of the City Assessor's Office Tax Mapping	1. Issue Order of Payment to the client.	None	5 Minutes	ARNULFO P. MALINAO <i>Tax Mapper I</i>  ROSALINDA C. GRAVIDEZ <i>Tax Mapper I</i>



Division.				FLORO D. HERNANDO <i>Tax Mapping Aide I</i>  PATRICIO V. VILLANUEVA <i>Administrative Assistant I (CAssrO)</i>
2. Proceed to City Treasurer's Office (CTO) and pay the required fees.	2. Issue Official Receipt (OR) based on presented order of payment from the City Assessor's Office.	PHP 40	5 Minutes	<i>Cashier (CTO)</i>
3. Present the issued Official Receipt to the assigned personnel of the City Assessor's Office-Tax Mapping Division.	3. Present the requested property location to the client.	None	5 Minutes	ARNULFO P. MALINAO <i>Tax Mapper I</i> ROSALINDA C. GRAVIDEZ <i>Tax Mapper I</i>  FLORO D. HERNANDO <i>Tax Mapping Aide I</i>  PATRICIO V. VILLANUEVA <i>Administrative Assistant I (CAssrO)</i>
<b>TOTAL:</b>		PHP 40	15 Minutes	

**214. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Processing of Purchase Order (PO) and Notice to Proceed (NTP)**

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).



<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies (NGAs) financially assisted by the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed BAC Resolution (2 original)		BAC Secretariat		
Signed Notice of Award (2 original, 1 duplicate)		BAC Secretariat		
Bid Evaluation Report (1 original)		BAC Secretariat		
Post-Qualification Report (1 original)		BAC Secretariat		
Eligibility Requirements (1 original, 1 duplicate)		BAC Secretariat		
Purchase Request (2 original, 2 duplicate)		Requesting Department/Office/NGA		
Obligation Request (2 original, 2 duplicate)		Requesting Department/Office/NGA		
Certificate of Availability of Appropriation (CAA) (2 original)		Requesting Department/Office/NGA		
Annual Procurement Plan (APP) (1 photocopy)		Requesting Department/Office/NGA		
Project Procurement Management Plan (PPMP) (1 photocopy)		Requesting Department/Office/NGA		
Project Brief/Project Proposal (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
Specifications/Terms of Reference/Scope of Works (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
Certificate of Canvass/Price Certification (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
<i>If for repair of equipment/machinery:</i> Request for Pre-Repair Inspection (1 original, 1 certified true copy)		GSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly signed BAC Resolution and Notice of Award and other relative bidding documents.	1. Check the completeness of the submitted bidding documents and inform the supplier/contractor to submit Performance Bond.	None	5 Minutes	FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer /BAC Secretariat Member (GSO)</i>
	1.1 Prepare the PO and NTP and transmit to the Office of the Mayor	None	15 Minutes	MERCYDITA A. IGUIS <i>Administrative Officer I (GSO)</i>





	for approval and signature.			
2. Endorse PO and NTP duly signed and approved by the City Mayor to GSO.	2. Receive the duly signed and approved PO and NTP and inform the supplier/contractor for signature.	None	3 Minutes	FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer /BAC Secretariat Member (GSO)</i>
2.1 Receive the signed PO.	2.1 Prepare transmittal of copy of signed PO/Contract for submission to the Commission on Audit (COA) and to the end-user office/department.	None	5 Minutes	ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV (GSO)</i>  MARICAR C. FRIAS <i>Administrative Officer III (GSO)</i>
	2.2 Check, sign and submit the transmittal and its attachments.	None	2 Minutes	ARBIE B. SABULAO <i>Officer-in-Charge (GSO)</i>
<b>TOTAL:</b>		None	30 Minutes	

*Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184*

## **215. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements**

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

<b>Office or Division:</b>	General Services Office (GSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies (NGAs) financially assisted by the City Government
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Purchase Request (2 original, 2 duplicate)	Requesting Department/Office/NGA
Obligation Request (2 original, 2 duplicate)	Requesting Department/Office/NGA



Certificate of Availability of Appropriation (CAA) (2 original)		Requesting Department/Office/NGA		
Annual Procurement Plan (APP) (1 photocopy)		Requesting Department/Office/NGA		
Project Procurement Management Plan (PPMP) (1 photocopy)		Requesting Department/Office/NGA		
Project Brief/Project Proposal (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
Specifications/Terms of Reference/Scope of Works (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
Certificate of Canvass/Price Certification (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
<i>If for repair of equipment/machinery:</i> Request for Pre-Repair Inspection (1 original, 1 certified true copy)		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO.	4. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action.	None	5 Minutes	BAC Secretariat Members:  FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer (GSO)</i>  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV (GSO)</i>  MARICAR C. FRIAS <i>Administrative Officer III (GSO)</i>
<b>TOTAL:</b>		None	5 Minutes	

*Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184*

## 216. Timely Registration of Certificate of Death and Fetal Death

Applying for timely registration of Certificate of Death and Fetal Death at the Local Civil Registry Office. Timely registration is registration of death within thirty (30) days from the date of the event.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Funeral homes liaison officers, nearest kin, or immediate family members of the deceased person		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Certificate of Death or Fetal Death (4 original)		Hospital, Health Center, Funeral Homes, City Health Office (CHO)		
Accomplished Mun. Form 103 (IP Form No. 2) if the deceased person is an IP or Muslim (4 original)		LCR Office, Hospital Records, Burial Ceremony Imam or Tribal Chief		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished COD/COFD to the Registration Officer at the Local Civil Registry Office.	1. Process the application: 1.1 Review for jurisdiction, correctness, completeness, and condition of the COD/COFD. 1.2 Receive and assign/inscribe registry number to the COD/ COFD and segregate LCRO and PSA file copies and two (2) copies for the interested party. 1.3 Issue the two (2) copies of the registered COD/ COFD to the client.	None	11 Minutes	FE J. MAGNAYE-PLANTINOS <i>Administrative Aide</i> // (LCRO)  ROD-JAN S. POLIDARIO <i>Registration Officer</i> // (LCRO)
2. Claim the COD/ COFD at the LCRO transaction window, and sign the logbook.	2. Place the appropriate remarks in the logbook upon issuance of the requested	None	2 Minutes	FE J. MAGNAYE-PLANTINOS <i>Administrative Aide</i> // (LCRO)



	document, and keep the records for future file/reference.			
<b>TOTAL:</b>		None	13 Minutes	

## 217. Timely Registration of Certificate of Live Birth

Applying for timely registration of Certificate of Live Birth from the Local Civil Registry Office. Timely registration is registration of birth within thirty (30) days following the event.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)		
<b>Classification:</b>	Simple and Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Parent/s of the New Born Child/Birthing Institution Records Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>FOR INDIVIDUAL or PIECE-MEAL FILING</b>			
<b>Marital/Legitimate Child</b>			
Accomplished Certificate of Live Birth (4 original)	Birthing Institution (Hospital, Lying-in)		
Certificate of Marriage of Parents (1 PSA or CTC)	Philippine Statistics Authority (PSA) or LCR Office where marriage was registered		
Mun. Form No. 102 (IP Form No. 1) (4 original) - If parents are IPs or Muslims	LCR Office, Birthing institution		
<b>Unacknowledged Child</b>			
Accomplished Certificate of Live Birth (4 original)	Birthing Institution (Hospital, Lying-in)		
Accomplished Mun. Form No. 102 (IP Form No. 1) (4 original) - If mother is a member of IPs or Muslim	LCR Office, Birthing institution		
<b>Acknowledged Non-Marital Child</b>			
Accomplished Certificate of Live Birth (4 original) - With accomplished and duly notarized Affidavit of Admission of Paternity found in back page	Birthing Institution (Hospital, Lying-in)  Notary public		
Accomplished Mun. Form No. 102 (IP Form No. 1) (4 original) - If parents are IPs or Muslims	LCR Office, Birthing institution		
Duly notarized Affidavit to Use the Surname of the Father executed by the child's mother - if child will use the father's surname (4 original)	Notary public, LCR Office (for the prescribed form)		



Personal Appearance of Parents at the LCRO	Parents
Valid Government ID Card (1 original for each parent)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
<b>FOR BIRTHING INSTITUTION BATCH FILING</b>	
<b>Marital/Legitimate Child</b>	
Accomplished Certificate of Live Birth (4 original)	Birthing Institution (Hospital, Lying-in)
Certificate of Marriage of Parents (1 PSA or CTC)	PSA or LCR Office where marriage was registered
Mun. Form No. 102 (IP Form No. 1) (4 original) If parents are IPs or Muslims	LCR Office, Birthing institution
<b>Unacknowledged Child</b>	
Accomplished Certificate of Live Birth (4 original)	Birthing Institution (Hospital, Lying-in)
Accomplished Mun. Form No. 102 (IP Form No. 1) (4 original) If mother is a member of IPs or Muslim	LCR Office, Birthing institution
<b>Acknowledged Non-Marital Child</b>	
Accomplished Certificate of Live Birth (4 original) With accomplished and duly notarized Affidavit of Admission of Paternity found in back page	Birthing Institution (Hospital, Lying-in)  Notary public
Accomplished Mun. Form No. 102 (IP Form No. 1) (4 original) If parents are IPs or Muslims	LCR Office, Birthing institution
Duly notarized Affidavit to Use the Surname of the Father executed by the child's mother - if child will use the father's surname (4 original)	Notary public, LCR Office (for the prescribed form)
Valid Government ID Card (1 original for each parent)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the accomplished Certificate of Live Birth (COLB) and other required documents to the Registration Officer of the LCRO for review.</p>	<p>1. Process the application:</p> <p>1.1 Receive, and issue claim stub indicating the date and time of release</p> <p>1.2 Review for jurisdiction, correctness, completeness, and condition of the COLB and requirements.</p> <p>1.3 For acknowledged non-marital child, record the Affidavit to Use the Surname of the Father (if applicable)</p> <p>1.3.1 Assign registry number on the received AUSF</p> <p>1.3.2 Record the appropriate remarks in the logbook for legal instruments.</p> <p>1.4 Receive, assign/inscribe registry number to</p>	<p>None</p>	<p>For Individual or piece-meal filing:</p> <p>A. Legitimate/ marital child and unacknowledged child: 1 Day</p> <p>B. Acknowledged non-marital child: 2 Days</p> <p>For birthing institutions' batch filing: 5 Days</p>	<p>FE J. MAGNAYE-PLANTINOS <i>Administrative Aide II</i> (LCRO)</p> <p>or</p> <p>FRENCITA P. PENECITOS <i>Administrative Aide II</i> (LCRO)</p>



	<p>the COLB.</p> <p>1.5 Sign the registration of the certificate</p> <p>1.6 Encode the certificate with appropriate statistical data</p> <p>1.7 Segregate copies. Keep two (2) copies of the registered COLB for LCR and PSA filing.</p> <p>1.8 Issue the two (2) copies of the registered COLB to the client.</p>			<p>ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)</p> <p>FE J. MAGNAYE-PLANTINOS <i>Administrative Aide II</i> (LCRO)</p> <p>or</p> <p>FRENCITA P. PENECHITOS <i>Administrative Aide II</i> (LCRO)</p>
2. On the release date, present the claim stub at the Local Civil Registry Office releasing window.	2. Verify the COLB being claimed, and issue the two (2) copies of the registered COLB to the client.	None	2 Minutes	<p>FRENCITA P. PENECHITOS <i>Administrative Aide II</i> (LCRO)</p> <p>or</p> <p>LILIBETH S. DELA ROSA <i>Administrative Aide II</i> (LCRO)</p>
3. Claim the requested document at the LCRO releasing window, and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and	None	2 Minutes	<p>LILIBETH S. DELA ROSA <i>Administrative Aide II</i> (LCRO)</p> <p>or</p>



	keep the records for future file/reference.			ROMEO S. RIVERA II <i>Administrative Aide II</i> (LCRO)
<b>TOTAL:</b>		None	For individual or piece-meal filing of: A. Legitimate/ marital child and unacknowledged child: 1 Day and 4 minutes  B. Acknowledged non-marital child: 2 Days and 4 Minutes  For birthing institutions' batch filing: 5 Days and 4 minutes	

## 218. Timely Registration of Certificate of Marriage

Applying for timely registration of Certificate of Marriage (COM) at the Local Civil Registry Office.

- For a marriage with a marriage license, registration should be made within fifteen (15) days after the event.
- For a marriage under **Article 34 or PD 1083**, registration should be made within thirty (30) days after the event.

<b>Office or Division:</b>	Local Civil Registry Office (LCRO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Officiating ministers, solemnizing officers, contracting parties, court personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal:</b>	
<b>With Marriage License</b>	
Accomplished Certificate of Marriage	Trial Courts, Church, Chapels, Officiating Ministers





(4 original)	
Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs or Muslims	LCR Office, Imam, Tribal Chief
Marriage License (1 set original, 1 set photocopy)	LCR Office where one or both of the contracting parties is a resident
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court, Church, or Mayor's Office (4 original)	Contracting parties, Notary public
Registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public, LCR Office
<b>Under Article 34</b>	
Accomplished Certificate of Marriage (4 original) - Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page	Trial Court, Church, Chapels, Officiating Ministers  - Notary public
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs	LCR Office, Tribal Chief
Duly notarized Affidavit of Cohabitation executed by the contracting parties (4 original)	Notary public
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court or Church (4 original)	Contracting parties, Notary public
Copy of the registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public, LCR Office
<b>Under P.D. 1083</b>	
Accomplished Certificate of Marriage (4 original) - Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page	Imam  Notary public
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are Muslims	LCR Office, Imam
Copy of the registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public, LCR Office
<b>Representative:</b>	
<b>With Marriage License</b>	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting



	parties
Valid Government ID Card of the person/s represented (Officiating minister, solemnizing officer, contracting parties, court personnel) (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Valid Government ID Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Accomplished Certificate of Marriage (4 original)	Trial Court, Church, Chapels, Officiating Ministers
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs or Muslims	LCR Office, Imam, Tribal Chief
Marriage License (1 set original, 1 set photocopy)	LCR Office where the one or both of the contracting parties is a resident
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial Court or Church (4 original)	Contracting parties, Notary public
Copy of the registered Pre-Nuptial Agreement, if applicable (1 photocopy)	Notary public
<b>Under Article 34</b>	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting parties
Valid Government ID Card of the person/s represented (Officiating minister, solemnizing officer, contracting parties, court personnel) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Valid Government ID Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Accomplished Certificate of Marriage (4 original) - Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page	Trial Court, Church, Chapels, Officiating Ministers  - Notary public
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are IPs	LCR Office, Tribal Chief
Duly notarized Affidavit of Co-habitation executed by the contracting parties (4 original)	Notary public
Duly notarized Request for Celebration of Marriage if parties got married outside of Trial	Contracting parties, Notary public



Court, Church, or Mayor's Office (4 original)				
Copy of the registered Pre-Nuptial Agreement, if applicable (1 photocopy)		Notary public, LCR Office		
<b>Under P.D. 1083</b>				
Authorization Letter (1 original)		Imam, Contracting parties		
Valid Government ID Card of the person/s represented (Officiating minister, solemnizing officer, contracting parties, court personnel) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Valid Government ID Card of the representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Accomplished Certificate of Marriage (4 original) - Accomplished and duly notarized Oath of the Solemnizing Officer found at the back page		Imam  Notary public		
Accomplished Mun. Form No. 97 (IP Form No. 3) (4 original) - If contracting parties are Muslims		LCR Office, Imam		
Copy of the registered Pre-Nuptial Agreement, if applicable (1 photocopy)		Notary public, LCR Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/ Receiving Clerk at the LCRO for review.	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements.  1.1 Once reviewed, issue order of payment for Solemnization Fee.	None	10 Minutes	MARIA SOL D. RAMIREZ <i>Assistant Registration Officer (LCRO)</i>
2. Pay the necessary fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) for the Solemnization Fee.	<ul style="list-style-type: none"> <li>● Solemnization Fee – PHP 100</li> <li>● Computerization Fee –</li> </ul>	5 Minutes	<i>Teller (CTO)</i>



		PHP 20		
3. Present OR to the Registration Officer/ Receiving Clerk at the LCRO.	<p>3. Verify OR, receive and issue claim stub indicating the date and time of release.</p> <p>3.1 Review and sign the COM</p> <p>3.2 Assign/ Inscribe registry number to the COM and segregate LCRO and PSA file copies and 2 copies for the solemnizing officer and contracting parties</p>	None	1 Day	<p>MARIA SOL D. RAMIREZ <i>Assistant Registration Officer</i> (LCRO)</p> <p>ROMULO C. TRESVALLES <i>City Civil Registrar</i> (LCRO)</p> <p>MARIA SOL D. RAMIREZ <i>Assistant Registration Officer</i> (LCRO)</p>
4. On the date of release, present claim stub at the Local Civil Registry Office releasing window.	4. Verify the COM being claimed, and issue the two (2) copies of registered COM to the client.	None	1 Minute	MARIA SOL D. RAMIREZ <i>Assistant Registration Officer</i> (LCRO)
5. Claim the COM at the LCRO releasing window, and sign the logbook.	5. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	MARIA SOL D. RAMIREZ <i>Assistant Registration Officer</i> (LCRO)
<b>TOTAL:</b>		Solemnization Fee + Computerization Fee = PHP 120	1 Day and 18 Minutes	



## 219. Transportation Request (Balik-Probinsiya Program)

A one-time request to any Bus Company within the territorial jurisdiction of Pasay City going to Cavite, Laguna, Batangas, Bicol and Quezon provinces. If request is granted by the bus company, only one (1) person can avail free ride (companion will only be given with discount). Other destination such as going to Leyte and Masbate provinces is subject for schedule and approval of the Bus Company; and if will be scheduled and approved, the requester will shoulder the Roro Fare thereof.

<b>Office or Division:</b>		<b>Pasay Traffic and Parking Management Office (PTPMO)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter (1 original)		Pasay Social Welfare Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the referral letter from the PSWD to the assigned personnel at the PTPMO.	1. Receive the referral letter and interview the client.	None	2 Minutes	GRACIELA C. GUEVARRA <i>Administrative Aide I</i> <i>Administrative Section</i> (PTPMO)
	1.1 Coordinate the approval of the request to the bus company.		2 Minutes	
	1.2 Prepare the transportation pass certificate upon the approval of request and confirmation of date of departure of the requesting party.		1 Minute	
2. Claim the Transport Pass Certificate to the assigned	2. Release the Transport Pass Certificate to the client.	None	1 Minute	GRACIELA C. GUEVARRA <i>Administrative Aide I</i> <i>Administrative Section</i>



personnel of PTPMO				(PTPMO)
<b>TOTAL:</b>		None	6 Minutes	

## 220. Treatment and Rehabilitation (Assessment, Drug Dependency Examination, Treatment Referrals)

The City Anti-Drug Abuse Council shall provide assistance to individuals who shall undergo voluntarily treatment and rehabilitation to one of the following services available in accordance to level of risks, mandated by the Dangerous Drugs Board Regulation No 7, s. 2018.

### *For Low and Mild Dependency Levels of Risks*

<b>Office or Division:</b>	<b>City Anti-Drug Abuse Council (CADAC)</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Person Who Use Drugs (PWUD), Plea Bargain Clients, Drug Surrenders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>PLEA BARGAIN</b>			
Endorsement Letter (1 original)		BJMP	
Court Order (1 original)		Court	
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC  Client	
Severity Assessment (1 original)		CADAC	
<b>DRUG SURRENDER</b>			
Endorsement Letter (1 original)		BADAC Help Desk	
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC  Client	
Severity Assessment (1 original)		CADAC	
<b>VOLUNTARY/WALK-IN</b>			
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC  Client	
<b>FOR IN-PATIENT REHAB</b>			
Petition Letter (1 original)		Immediate Relatives	
Duly Accomplished Application Form: - Intake Form (1 original)		CADAC	



- Detail/Information to be indicated in the Intake Form		Client		
Severity Assessment (1 original)		CADAC		
<b>FROM WORKPLACE</b>				
Endorsement Letter (1 original)		HR Office, DOH Accredited Hospital or Clinics		
Drug Test and Assessment (1 original)		DOH Accredited Hospital or Laboratories		
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC  Client		
Severity Assessment (1 original)		CADAC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned personnel at the information desk of CADAC.	1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement.  1.1 Provide schedule of assessment to the requesting party.  1.2 Conduct short briefing of the purpose and reason for its planned engagement.	None	15 Minutes	DANIEL T. ALFANOSO III <i>Supervising Administrative Officer, Officer-in-Charge (CADAC)</i>
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and	None	45 Minutes	DANIEL T. ALFANOSO III <i>Supervising Administrative Officer, Officer-in-Charge (CADAC)</i>



	<p>category of intervention thereof.</p> <p>2.1 Refer to DOH accredited Physician for further evaluation.</p> <p>2.2 Provide the schedule for Medical Doctor's evaluation to the requesting party.</p>			
<p>3. Proceed to the Community Based Drug Rehab Treatment Program (CBDRTP) Coordinator of the CADAC.</p> <p>3.1 Secure the waiver and enrollment form; and attach the severity assessment document or other documents, for review and case management.</p>	<p>3. Orient the requesting party about the intervention program, its duration and expectations.</p> <p>3.1 Issue the waiver form and enrollment form to the requesting party.</p> <p>3.2 Receive and review the submitted document.</p> <p>3.3 Provide schedule for intervention to</p>	None	1 Hour	<p>DANIEL T. ALFANOSO III Supervising Administrative Officer, Officer-in-Charge (CADAC)</p>





	the requesting party.			
<b>TOTAL:</b>		None	2 Hours	

***For Moderate Dependency Level of Risks with Court Orders or Plea Bargaining Agreements***

<b>Office or Division:</b>	<b>City Anti-Drug Abuse Council (CADAC)</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Person Who Use Drugs (PWUD), Plea Bargain Clients, Drug Surrenders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>PLEA BARGAIN</b>			
Endorsement Letter (1 original)		BJMP	
Court Order (1 original)		Court	
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client	
Severity Assessment (1 original)		CADAC	
<b>DRUG SURRENDER</b>			
Endorsement Letter (1 original)		BADAC Help Desk	
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client	
Severity Assessment (1 original)		CADAC	
<b>VOLUNTARY/WALK-IN</b>			
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client	
<b>FOR IN-PATIENT REHAB</b>			
Petition Letter (1 original)		Immediate Relatives	
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client	
Severity Assessment (1 original)		CADAC	
<b>FROM WORKPLACE</b>			
Endorsement Letter (1 original)		HR Office, DOH Accredited Hospital or Clinics	
Drug Test and Assessment (1 original)		DOH Accredited Hospital or Laboratories	
Duly Accomplished Application Form: - Intake Form (1 original)		CADAC	



- Detail/Information to be indicated in the Intake Form		Client		
Severity Assessment (1 original)		CADAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned personnel at the information desk of CADAC.	<p>1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement.</p> <p>1.1 Provide schedule of assessment to the requesting party.</p> <p>1.2 Conduct short briefing of the purpose and reason for its planned engagement.</p>	None	15 Minutes	DANIEL T. ALFANOSO III <i>Supervising Administrative Officer, Officer-in-Charge (CADAC)</i>
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	<p>2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.</p> <p>2.1 Refer to DOH accredited Physician for further</p>	None	45 Minutes	DANIEL T. ALFANOSO III <i>Supervising Administrative Officer, Officer-in-Charge (CADAC)</i>



	<p>evaluation.</p> <p>2.2 Provide the schedule for Medical Doctor's evaluation to the requesting party.</p>			
<p>3. Proceed to any DOH Accredited Physician to undergo Drug Dependency Examination.</p>	<p>3. Conduct drug dependency examination, physical evaluation and diagnosis to client for appropriate referral to hospital/health centre for laboratories and treatment.</p>	<p>None</p>	<p>45 Minutes</p>	<p>GINALYN M. CAGUETE, MD <i>Medical Officer III</i> (CHO)</p> <p>MARY GRACE E. EDAÑO <i>Medical Officer III/ DOH Accredited Physician</i> (CHO)</p> <p>LEONA G. MENORCA <i>Medical Officer IV/ DOH Accredited Physician</i> (CHO)</p> <p>GERRY O. CRUZ <i>Medical Officer IV/ DOH Accredited Physician</i> (CHO)</p>
<p>4. Secure a waiver and enrollment form of voluntary submission to the treatment rehabilitation program from CADAC, prior referral and enrollment at the</p>	<p>4. Orient the requesting party about the intervention program, its duration and expectations.</p> <p>4.1 Issue the</p>	<p>None</p>	<p>45 Minutes</p>	<p>DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer,</i> <i>Officer-in-Charge</i> (CADAC)</p>



Recovery Clinic, Malibay Central Plaza.	waiver form and enrollment form to the requesting party.  4.2 Provide schedule for intervention to the requesting party.			
<b>TOTAL:</b>		None	2 Hours and 30 Minutes	

***For Moderate Dependency Level of Risks without Court Orders nor Plea Bargaining Agreements***

<b>Office or Division:</b>	<b>City Anti-Drug Abuse Council (CADAC)</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Person Who Use Drugs (PWUD), Plea Bargain Clients, Drug Surrenders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>PLEA BARGAIN</b>			
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client	
<b>DRUG SURRENDER</b>			
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client	
<b>VOLUNTARY/WALK-IN</b>			
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client	
<b>FOR IN-PATIENT REHAB</b>			
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client	



<b>FROM WORKPLACE</b>				
Endorsement Letter (1 original)		HR, DOH Accredited Hospital or Clinics		
Drug Test and Assessment (1 original)		DOH Accredited Hospital or Laboratories		
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC Client		
Severity Assessment (1 original)		CADAC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned personnel at the information desk of CADAC.	1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement.  1.1 Provide schedule of assessment to the requesting party.  1.2 Conduct short briefing of the purpose and reason for its planned engagement.	None	15 Minutes	DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer,</i> <i>Officer-in-Charge</i> (CADAC)
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.	None	45 Minutes	DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer,</i> <i>Officer-in-Charge</i> (CADAC)



	<p>2.1 Refer to DOH accredited Physician for further evaluation.</p> <p>2.2 Provide the schedule for Medical Doctor's evaluation to the requesting party.</p>			
<p>3. Secure a waiver and enrollment form of voluntary submission to the treatment rehabilitation program from CADAC, prior referral and enrollment at the Recovery Clinic, Malibay Central Plaza.</p>	<p>3. Orient the requesting party about the intervention program, its duration and expectations.</p> <p>3.1 Issue the waiver form to the requesting party.</p> <p>3.2 Fill-out the enrollment form.</p> <p>3.3 Provide schedule for intervention to the requesting party.</p>	None	45 Minutes	<p>DANIEL T. ALFANOSO, Supervising Administrative Officer, Officer-in-Charge (CADAC)</p>
<b>TOTAL:</b>		None	1 Hour and 45 Minutes	

***For Severe Dependency Level of Risks***

<b>Office or Division:</b>	<b>City Anti-Drug Abuse Council (CADAC)</b>
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<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Person Who Use Drugs (PWUD), Plea Bargain Clients, Drug Surrenders
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>PLEA BARGAIN</b>	
Endorsement Letter (1 original)	BJMP
Court Order (1 original)	Court
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
Severity Assessment (1 original)	CADAC
<b>DRUG SURRENDER</b>	
Endorsement Letter (1 original)	BADAC Help Desk
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
Severity Assessment (1 original)	CADAC
<b>VOLUNTARY/WALK-IN</b>	
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
<b>FOR IN PATIENT REHAB</b>	
Petition Letter (1 original)	Immediate Relatives
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
Severity Assessment (1 original)	CADAC
<b>FROM WORKPLACE</b>	
Endorsement Letter (1 original)	HR Office, DOH Accredited Hospital or Clinics
Drug Test and Assessment (1 original)	DOH Accredited Hospital or Laboratories
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
Severity Assessment (1 original)	CADAC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned personnel at the information desk of CADAC.</p>	<p>1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement.</p> <p>1.1 Provide schedule of assessment to the requesting party.</p> <p>1.2 Conduct short briefing of the purpose and reason for its planned engagement,</p>	<p>None</p>	<p>15 Minutes</p>	<p>DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer,</i> <i>Officer-in-Charge</i> (CADAC)</p>
<p>2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.</p>	<p>2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.</p> <p>2.1 Refer to DOH accredited Physician for further evaluation.</p> <p>2.2 Provide the schedule for</p>	<p>None</p>	<p>45 Minutes</p>	<p>DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer,</i> <i>Officer-in-Charge</i> (CADAC)</p>





	Medical Doctor's evaluation to the requesting party.			
3. Proceed to any DOH Accredited Physician to undergo Drug Dependency Examination.	3. Conduct drug dependency examination, physical evaluation and diagnosis to client for appropriate referral to DOH or Private Treatment and Rehabilitation Centre.	None	45 Minutes	<p>GINA M. CAGUETE, MD <i>Medical Officer III/ DOH Accredited Physician (CHO)</i></p> <p>Or</p> <p>MARY GRACE E. EDAÑO <i>Medical Officer III/ DOH Accredited Physician (CHO)</i></p> <p>DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer, Officer-in-Charge (CADAC)</i></p>
4. Prepare for admission to treatment rehabilitation center and transportation to facility.	<p>4. Refer and process the papers for client's confinement in Treatment and Rehabilitation Centre of choice.</p> <p>4.1 Process client's papers for admission to treatment rehabilitation centre.</p>	None	5 days	<p>DANIEL T. ALFANOSO III <i>Supervising Administrative Officer, Officer-in-Charge (CADAC)</i></p>



	4.2 Transport the client to facility.			
<b>TOTAL:</b>		None	5, Days, 1 Hour and 45 Minutes	

***For Drug Dependents with Mental Health Issues***

<b>Office or Division:</b>	<b>City Anti-Drug Abuse Council (CADAC)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Person Who Use Drugs (PWUD), Plea Bargain Clients, Drug Surrenders
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>PLEA BARGAIN</b>	
Endorsement Letter (1 original)	BJMP
Court Order (1 original)	Court
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
Severity Assessment (1 original)	CADAC
<b>DRUG SURRENDER</b>	
Endorsement Letter (1 original)	BADAC Help Desk
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
Severity Assessment (1 original)	CADAC
<b>VOLUNTARY/WALK-IN</b>	
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
<b>FOR IN-PATIENT REHAB</b>	
Petition Letter (1 original)	Immediate Relatives
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form	CADAC Client
Severity Assessment (1 original)	CADAC



<b>FROM WORKPLACE</b>				
Endorsement Letter (1 original)		HR Office, DOH Accredited Hospital or Clinics		
Drug Test and Assessment (1 original)		DOH Accredited Hospital or Laboratories		
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		CADAC  Client		
Severity Assessment (1 original)		CADAC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned personnel at the information desk of CADAC.	1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement.  1.1 Provide schedule of assessment to the requesting party.  1.2 Conduct short briefing of the purpose and reason for its planned engagement.	None	15 Minutes	DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer,</i> <i>Officer-in-Charge</i> (CADAC)
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.  2.1 Refer to DOH	None	45 Minutes	DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer,</i> <i>Officer-in-Charge</i> (CADAC)



	<p>accredited Physician for further evaluation.</p> <p>2.2 Provide the schedule for Medical Doctor's evaluation to the requesting party.</p>			
<p>3. Proceed to any DOH Accredited Physician to undergo Drug Dependency and Comorbidities examinations.</p>	<p>3. Conduct drug dependency examination, physical evaluation, and diagnosis to client for appropriate referrals to government mental health facility or hospital of choice.</p>	<p>None</p>	<p>45 Minutes</p>	<p>GINA M. CAGUETE, MD <i>Medical Officer III/ DOH Accredited Physician (CHO)</i></p> <p>MARY GRACE E. EDAÑO <i>Medical Officer III/ DOH Accredited Physician (CHO)</i></p> <p>DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer, Officer-in-Charge (CADAC)</i></p>
<p>4. Prepare for admission to government mental health facility or hospital of choice.</p>	<p>4. Refer and process the papers for client's confinement in government mental health facility or hospital of choice.</p>	<p>None</p>	<p>3 Hours</p>	<p>DANIEL T. ALFANOSO III, <i>Supervising Administrative Officer, Officer-in-Charge (CADAC)</i></p>



	4.1 Transport the client to facility.			
<b>TOTAL:</b>		None	4 Hours and 45 Minutes	

## 221. Tulong Panghanapbuhay para sa Disadvantaged/Displaced (TUPAD) Workers

Public Employment Service Office processes employment of TUPAD Workers to enable the underemployed, seasonal workers, disadvantaged and displaced workers to engage in short-term community works to provide them with temporary or emergency employment.

<b>Office or Division:</b>	Public Employment Service Office (PESO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Disadvantaged and Displaced Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Duly Accomplished TUPAD Beneficiary Profile Form (1 original):		PESO Applicant		
<ul style="list-style-type: none"> <li>- Profile Form</li> <li>- Details of the Form</li> </ul>				
Certificate of Indigency		Office of the Barangay where the applicant resides		
Community Tax Certificate		City Treasurer's Office (CTO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished profile form together with complete requirements at the Receiving Section of PESO.	1. Accept complete requirements.	None	5 Minutes	RECCE CATALINA J. PETILLA <i>Administrative Aide I</i> (PESO)
	1.1 Verify and evaluate to assess the authenticity of submitted documents.	None	5 Minutes	
2. Proceed with the initial interview at PESO.	2. Conduct initial interview to assess the qualification of the	None	15 Minutes	EDITHA O. FELIPE <i>Senior Administrative Assistant II</i> (PESO)



	applicant.  2.1 Conduct career/ employment coaching to match the qualification of the applicant to the desired job.	None	15 Minutes	
3. Proceed with the final interview at PESO.	3. Conduct final interview.  3.1 Approve application.  3.2 Orient job applicant.	None  None  None	10 Minutes  5 Minutes  5 Minutes	ATTY. MARLA OLIVIA BELLO-ALOM <i>PESO Manager (PESO)</i>
<b>TOTAL:</b>		None	1 Hour	

## 222. Wiring Permit Application

Owners of Residential, Commercial, Industrial and Institutional Buildings shall secure the necessary permit from the Office of the City Engineer/Building Official for MERALCO Customers' Service Connection for the following undertakings:

1. Temporary Construction Light
2. Reconnection of MERALCO Service
3. New Connection of Electric Meter
4. Additional Electric Meter
5. Separation of Electric Meter
6. Relocation of Electric Meter
7. Remodel of Service Entrance

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
<b>Who may avail:</b>	All owners of residential, commercial, industrial and institutional buildings



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Principal:</b>	
Duly accomplished Wiring Permit Application Form signed by the owner and Master Electrician: <ul style="list-style-type: none"> <li>- Duly accomplished Wiring Permit Application Form</li> <li>- Details of the form</li> </ul>	CEO/OBO  Building Owner
Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Yellow Card (1 original)	Service Provider (MERALCO)
Sketch/location of site (1 original)	Building Owner
Signed and sealed Electrical Plan with complete details of installation (for application having 5KW and above electrical load) (1 original and 2 blue print copies)	Hired Electrical Engineer
Tax Clearance for Electrical Permit (1 original)	City Treasurer's Office (CTO)
Building Permit and/or Certificate of Occupancy for newly constructed building (2 photocopies)	CEO/OBO
Professional License (3 photocopies)	Professional Regulation Commission (PRC)
Professional Tax Receipt of Electrical Engineer/Master Electrician (1 original, 1 photocopy)	City Treasurer's Office where the licensed professional practices profession
<b>Representative:</b>	
Duly accomplished Wiring Permit Application Form signed by the owner and Master Electrician: <ul style="list-style-type: none"> <li>- Duly accomplished Wiring Permit Application Form</li> <li>- Details of the form</li> </ul>	CEO/OBO  Building Owner
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,



representative (1 original)		LTO		
Any valid government ID card of the Person Represented (Building Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Yellow Card (1 original)		Service Provider (Meralco)		
Sketch/location of site (1 original)		Photo Shop/Center		
Signed and sealed Electrical Plan with complete details of installation (for application having 5KW and above electrical load) (1 original, 2 blue print copies)		Hired Electrical Engineer		
Tax Clearance for Electrical Permit (1 original)		CTO		
Building Permit and/or Certificate of Occupancy for newly constructed building (2 photocopies)		CEO/OBO		
Professional License (3 photocopies)		PRC		
Professional Tax Receipt of Electrical Engineer/Master Electrician (1 original, 1 photocopy)		City Treasurer's Office where the licensed professional practices profession		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished application form together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Accept duly accomplished application forms together with the complete requirements.	None	5 Minutes	CIELITO B. VALLESPIN <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
	1.1 Conduct field inspection to verify entries in the submitted documents.	None	1 Day	ENGR. MARVIN A. MONSALE <i>Engineer I,</i> (OSSCPAS, CEO/OBO)
	1.2 Process the			ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building</i>





	Wiring Permit application.  1.3 Issue Order of Payment to the client.	None	5 Minutes	Official, (CEO/OBO)  ROBERTO D. BERDIN <i>Administrative Assistant I</i> (OSSCPAS, CEO/OBO)
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	CASHIER (OSSCPA)
3. Present OR, and claim the Wiring Permit at Window 4, Room 311, OSSCPAS, CEO/OBO.	3. Verify OR, and release the Wiring Permit.	None	5 Minutes	CIELITO B. VALLESPIN <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		*EF + CF = TF	1 Day and 20 Minutes	

\*Legend:

EF (Electrical Fee) + CF (Computerization Fee) = TF (Total Fees)

<b><u>SCHEDULE FEES</u></b>		
<b>1. EF (Electrical Fee)</b>		
Total (KVA) x rate + filing fee		
For 5 KVA or less, minimum Electrical Fee is PHP 200		
Total Electrical Load (KVA)	Rate	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA







# **City Government of Pasay**

## **Internal Services**



## 1. Acceptance of Deliveries

General Services Office takes charge in the acceptance of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Supplier/Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Notice of Delivery (1 original)			Supplier/Contractor	
Signed Purchase Order/Contract (1 photocopy)			GSO	
Notice to Proceed (1 photocopy)			GSO	
Delivery Receipt (1 original)			Supplier/Contractor	
Sales Invoice/Billing Invoice (1 original)			Supplier/Contractor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Notice of Delivery prior to schedule of delivery.	1. Approve the submitted Notice of Delivery.  1.2 Check the submitted Notice of Delivery in accordance with the approved Purchase Order/Contract and schedule.	None	3 Minutes	ARBIE B. SABULAO <i>Officer-in-Charge (GSO)</i>  EVELYN G. ALEGRE <i>Administrative Officer III (GSO)</i>  MARVIN D. GARCIA <i>Administrative Officer II (GSO)</i>
2. Deliver the procured goods and/or services.	2. Check, verify and accept the deliveries in accordance with the approved Purchase Order/Contract.  2.1 Prepare the Acceptance and Inspection Report	None	2 Days	<i>For delivery of Supplies:</i>  EVELYN G. ALEGRE <i>Administrative Officer III (GSO)</i>  ARCHIBALD C. BAJADA <i>Administrative Officer II (GSO)</i>  ARMAND D. RIVERA <i>Administrative Officer II</i>



	(AIR), and Requisition and Issue Slip (RIS)/Inventory Custodian Slip (ICS) and/or Property Acknowledgement Receipt (PAR) as applicable.			(GSO)  <i>For delivery of Equipment:</i>  MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)  MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)  JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)
<b>TOTAL:</b>		None	2 Days and 3 Minutes	

## 2. Approval of Leave Applications of Employees under the Legislative Department

The Office of the City Vice Mayor processes the approval of leave applications of employees of City Government departments/offices under the Legislative Department.

<b>Office or Division:</b>		Office of the City Vice Mayor (OCVM)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Employees of City Government departments/offices under the Legislative Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave Application duly signed by the Department Head and posted by the Human Resource Management and Development Office (HRMDO)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the leave application to the Administrative Section of the OCVM  Or	1. Receive, check and forward the leave application to the City Vice Mayor for his information and	None	7 Hours 25 Minutes	ROMMEL M. TORRES <i>Administrative Aide I</i> (OCVM)



Wait for the HRMDO to submit the leave application to the Administrative Section of the OCVM.	proper action.  1.1. Transmit the leave application to the HRMDO for proper action.	None	30 Minutes	
2. Follow-up the status of the leave application at the OCVM.	2. Advise the client that the leave application has been acted upon, and was already transmitted to the HRMDO.	None	5 Minutes	ARNEL A. UBLADE <i>Administrative Officer IV</i> (OCVM)
<b>TOTAL</b>		None	1 Day	

### 3. Approval of Payroll for the Salaries, Allowances and other Personnel Benefits

The Office of the City Vice Mayor processes the approval of payroll for salaries, allowances, and other personnel benefits of City Government departments/offices under the Legislative Department.

<b>Office or Division:</b>	Office of the City Vice Mayor (OCVM)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	City Government departments/offices under the Legislative Department
<b>CHECKLIST OF REQUIREMENTS</b>	
Payroll signed by the Authorized Signatory, certifying that services have been duly rendered (1 original)	Human Resource Management and Development Office City Budget Office City Accountant's Office City Treasurer's Office
Duly Approved Obligation Request (1 original)	Human Resource Management and Development Office City Budget Office City Accountant's Office City Treasurer's Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements and supporting documents to the Administrative Section of the OCVM for evaluation of documents.	1. Review completeness of requirements, and forward the payroll to the City Vice Mayor for approval.	None	7 Hours 40 Minutes	RICHARD T. FELIX <i>Supervising Administrative Officer</i> (OCVM)
	1.1 Transmit the payroll to the City Treasurer's Office (CTO) for proper action.	None	15 Minutes	ROLANDO M. OSIT <i>Administrative Assistant II</i> (OCVM)  ROMMEL M. TORRES <i>Administrative Aide I</i> (OCVM)  EDUARDO LUIS RAYMUNDO M. CASTRO <i>Administrative Aide I</i> (OCVM)
2. Follow-up the status of payroll at the OCVM.	2. Advise the client that the payroll has been signed, and was already transmitted to the CTO.	None	5 Minutes	MA. ANA H. LAURETA <i>Administrative Assistant II</i> (OCVM)
<b>TOTAL:</b>		None	1 Day	





#### 4. Availing of Membership Card

The Derham Park and Sports Complex offers a membership card to clients who use the fitness gym.

<b>Office or Division:</b>		Derham Park and Sports Complex (DPSC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Membership Form (1 original)		DPSC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the membership form at the Fitness Gym of DPSC.	1. Receive and check the completeness of data entries in the filled-out membership form.	None	5 Minutes	DANILO W. CRONE <i>Construction and Maintenance Man (DPSC)</i>
2. Wait for the order of payment to be issued by the DPSC.  2.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.	2. Issue order of payment to the client.  2.1 Receive payment and issue Official Receipt (OR) to the client.	PHP 350	10 Minutes	<i>Cashier (City Treasurer's Office)</i>
3. Proceed to the Fitness Gym of the DPSC and submit the OR to the frontline personnel thereat, prior	3. Check the OR then issue the membership card to the client.	None	5 Minutes	DANILO W. CRONE <i>Construction and Maintenance Man (DPSC)</i>



receiving the membership card.				
<b>TOTAL:</b>		PHP 350	20 Minutes	

## 5. Availing the Use of Basketball/Volleyball Court

The Derham Park and Sports Complex supervises the usage of Basketball Court.

<b>Office or Division:</b>		Derham Park and Sports Complex (DPSC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with the assigned staff at the DPSC to secure schedule on the use of basketball/volleyball court.	1. Set schedule on the use of basketball/volleyball court.  1.1. Issue order of payment to the client.	None	5 Minutes	MARITNESS A. TALAY <i>Administrative Aide I</i> (DPSC)
2. Present the order of payment to the assigned cashier at the DPSC.  2.1 Pay the necessary fee to the assigned Cashier at the DPSC.	2. Determine the appropriate fee to be paid by the client.  1.1 Issue an Official Receipt (OR) to the client.	<b>Without Lights</b> PHP 750  <b>With Lights</b> PHP 1,000	5 Minutes	<i>Cashier</i> (City Treasurer's Office)



<b>TOTAL:</b>	<b>Without Lights</b> PHP 750	10 Minutes	
	<b>With Lights</b> PHP 1,000		

## 6. Availing the Use of Cuneta Astrodome for Events

Cuneta Astrodome offers its facilities for events organized by both private and public entities for the following activities whether for free or with charge:

- Sports Activities and Religious Events
- Corporate Events, Conventions and Private Occasions
- Concerts, Musical Play and Variety Shows

<b>Office or Division:</b>		Cuneta Astrodome		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2G- Government to Government, G2B – Government to Business		
<b>Who may avail:</b>		Event Organizer from public and private entities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original)		Event Organizer from a public or private entities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter to the City Mayor's Office indicating the details of the event.	1. Endorse the request letter to Cuneta Astrodome to check the availability of the venue.	None	25 Minutes	<i>Administrative Aide</i> (City Mayor's Office)
	1.1 Tentatively book the requested schedule/s and make an initial discussion of its status and	None	20 Minutes	AURELIO P. VENDIVEL JR. <i>City Government Assistant Department Head II</i> (Cuneta Astrodome)



	rates.			
2. Wait for the feedback about the status of request from the Cuneta Astrodome.	2. Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees.	None	10 Minutes  (1 day – waiting time prior approval of the request)	GARRY P. REYALA <i>Construction and Maintenance Man,</i> (Cuneta Astrodome)
3. Proceed to Cuneta Astrodome for the payment of necessary fees.	3. Conduct final assessment of the fees to be paid by the client.	None	20 Minutes	AURELIO P. VENDIVEL JR. <i>City Government Assistant Department Head II</i> (Cuneta Astrodome)
	3.1 Issue order of payment to the client.	None	15 Minutes	CHARLOTTE GLIZZEL B. SANTOS <i>Administrative Aide I</i> (Cuneta Astrodome)
4. Present the Order of Payment and Pay the necessary fee to the assigned Cashier at the Cuneta Astrodome.	4. Issue an Official Receipt (OR) to the client.	<b>Sports events and religious celebration</b> PHP 80,000  <b>Corporate events, convention and private occasions</b> PHP 100,000	15 Minutes	<i>Cashier</i> (City Treasurer's Office)



		<p><b>Concert, musicale and variety shows (8 hours max)</b>          PHP          150,000</p> <p><b>Refundable surety bond</b>          PHP          20,000</p> <p><b>Additional charge for excess of two (2) hours</b>          PHP          15,000</p>		
<b>TOTAL:</b>		<p><b>Sports events and religious celebration</b>          PHP          80,000</p> <p><b>Corporate events, convention and private occasions</b>          PHP          100,000</p> <p><b>Concert, musicale and variety shows (8 hours max)</b>          PHP          150,000</p>	<b>TOTAL:</b> 1 Day, 1 Hour and 35 Minutes	



	<b>Refundable surety bond</b> PHP 20,000		
	<b>Additional charge for excess of two (2) hours</b> PHP 15,000		

## 7. Availing the Use of Fitness Gym

The Derham Park and Sports Complex supervises the usage of Fitness Gym.

<b>Office or Division:</b>	Derham Park and Sports Complex (DPSC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Government Issued Identification Card (1 original)		DFA, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>Senior Citizen</b>				
Senior Citizen Identification Card (1 original)		OSCA		
Medical Certificate stating that the client is still physically fit to perform gym activities (1 photocopy)		DOH Accredited Physicians		
<b>Students (18 above only)</b>				
School ID Card (1 original)		School		
<b>Members</b>				
Membership Card (1 original)		Derham Park and Sports Complex		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present your Identification Card to the assigned personnel of the DPSC.	1. Determine the appropriate fee based on the presented Identification	<b>For Pasay Residents</b>  Adult: PHP 30	10 Minutes	<i>Cashier</i> (City Treasurer's Office)



<p>1.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.</p>	<p>Card. 1.1 Issue Official Receipt (OR) to the client.</p>	<p>Senior Citizen: PHP 25</p> <p><b>For Non-Pasay Residents</b></p> <p>Adult: PHP 40</p> <p>Member: PHP 25</p> <p>Senior Citizen: PHP 25</p>		
<p><b>TOTAL:</b></p>		<p><b>For Pasay Residents</b></p> <p>Adult: PHP 30</p> <p>Senior Citizen: PHP 25</p> <p><b>For Non-Pasay Residents</b></p> <p>Adult: PHP 40</p> <p>Member: PHP 25</p> <p>Senior Citizen: PHP 25</p>		

## 8. Availing the Use of Main Court for Events

The Derham Park and Sports Complex supervises the usage of the Main Court for various events.



<b>Office or Division:</b>		Derham Park and Sports Complex (DPSC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter of request to the DPSC indicating the details of the event.	1. Check the availability of the main court and block the specific date for the Event.  1.1 Issue an order of payment to the client.	None	15 Minutes	MARITESS A. TALAY <i>Administrative Aide</i> / (DPSC)
2. Pay the necessary fee to the cashier at DPSC.  2.1 Present Order of Payment to the personnel of DPSC.	2. Issue an Official Receipt (OR) to the client.	<b>Use of Venue</b> PHP 8,000 per 6 Hours  <b>Additional Time</b> PHP 1,000 per Hour  <b>Re-Connection fee of Sound System</b> PHP 2,000  <b>Use of In-house Sound System</b> PHP 4,500	5 Minutes	<i>Cashier</i> (City Treasurer's Office)





		<p><b>Use of Matting and Linoleum</b> PHP 500</p> <p><b>Rental of Monoblock Chair</b> PHP 10 per piece</p> <p><b>Use of Air-cooler</b> PHP 250 per Hour</p> <p><b>Stall Rental</b> PHP 350 per booth</p>		
	<b>TOTAL:</b>	<p><b>Use of Venue</b> PHP 8,000 per 6 Hours</p> <p><b>Additional Time</b> PHP1,000 per Hour</p> <p><b>Re-Connection fee of Sound System</b> PHP 2,000</p> <p><b>Use of In-house Sound System</b> PHP4,500</p> <p><b>Use of Matting and Linoleum</b> PHP 500</p>	20 Minutes	



	<b>Rental of Monoblock Chair</b> PHP10 per piece  <b>Use of Air-cooler</b> PHP 250 per Hour  <b>Stall Rental</b> PHP 350 per booth		
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## 9. Availing the Use of Swimming Pool

The Derham Park and Sports Complex supervises the usage of Swimming pool.

<b>Office or Division:</b>	Derham Park and Sports Complex (DPSC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Government Issued Identification Card (1 original)		DFA, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
<b>For Students</b>				
School Identification Card (1 original)		School		
<b>For Senior Citizen</b>				
Senior Citizen I.D. Card (1 original)		OSCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present your Identification Card to the assigned personnel of the DPSC.  1.1 Pay the necessary fee to the Cashier at Sports	1. Determine the appropriate fee based on the Identification Card.  1.1 Issue an Official Receipt (OR)	<b>For Pasay Residents</b>  Adult: PHP 40  Children: PHP 25  Senior Citizen: PHP 32	5 Minutes	<i>Cashier</i> (City Treasurer's Office)



Complex.	to the client.	<b>For Non-Pasay Residents</b>  Adult: PHP 50  Children: PHP 35  Senior Citizen: PHP 32		
<b>TOTAL:</b>		<b>For Pasay Residents</b>  Adult: PHP 40  Children: PHP 25  Senior Citizen: PHP 32  <b>For Non-Pasay Residents</b>  Adult: PHP 50  Children: PHP 35  Senior Citizen: PHP 32	5 Minutes	

## 10. Bank Advice

The City Accounting Office is responsible for processing/preparing bank advice re: release of payments for any City Government transactions.

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing and Remittances Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government



<b>Who may avail:</b>	All Pasay City Government Offices & related National Government Agencies (NGAs)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Check (1 original)	City Treasurer's Office (CTO)
Disbursement Voucher (1 original)	Concerned Department/Office of the City Government
Supporting documents	Concerned Department/Office of the City Government
<b>FOR INFRASTRUCTURE ASSETS</b>	
<b>Mobilization / 1<sup>st</sup> Partial Payment</b>	
Obligation Request (1 original)	City Budget Office (CBO)
Billing Statement/Request for Payment (1 original)	Supplier/Contractor
Guarantee Bond for mobilization amount (1 original)	Supplier/Contractor
Pictures – before the construction (1 original)	Implementing Department/Office
Promissory Note (for projects under bank loan) (1 original)	City Administrator's Office (ADMIN)/City Mayor's Office (CMO)
Computation of loan amount released (for projects under bank loan) (1 original)	Bank
Index of payments (1 copy)	CAcctgO
Notice to Proceed (1 original)	Bids and Awards Committee (BAC)
Construction Agreement (signed by witnesses) (1 original)	BAC
Performance Bond and OR (Cash – 5% / Bank Guarantee – 10% / Surety Bond – 30% of CP) (1 original)	Supplier/Contractor
Bidder's bond of competing contractor and OR (1 original)	Supplier/Contractor
Notice of Award by the CM (1 original)	BAC
BAC Resolution recommending the award to a certain bidder (1 original)	BAC
Abstract of Bids (1 original)	BAC
BID proposal and detailed cost estimate (1 original)	Supplier/Contractor
Financial Evaluation/Post-Qualification Report – (1 certified true copy) (1 original)	BAC
Bidders Bond and OR / BID – securing declaration – winning bidder (1 original)	Supplier/Contractor
Eligibility documents (1 original)	Competing Bidders



Program of Work and Detailed Estimates - Cash Flow (1 original) - Detailed ABC / agency cost estimate (1 original)	General Services Office (GSO) Supplier/Contractor City Engineering Office (CEO)
Construction Schedule and S-curve (1 original)	CEO
Copy of the approved PERT/CPM Network (1 original)	CEO
Diagram and detailed computations of contract time (1 original)	CEO
Approved Plan and Drawing (1 blueprint copy)	CEO
Invitation to Bid and PhilGEPS Posting – (1 certified true copy)	BAC
Approved Budget for the Contract (ABC) (1 original)	Implementing Department/Office
Agency Cost Estimate (1 original)	CEO
Certification that the project is included in the AIP (CPDO) (1 original)	City Planning and Development Office (CPDO)
Certification of fund availability (1 original)	CTO
Certification from the City Engineering Office that the project has not yet started (1 original)	CEO
Tarpaulin Signboard (1 printed photo)	Implementing Department/Office
Annual Procurement Plan (APP) or Supplemental APP (1 certified copy)	Implementing Department/Office
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC
<b>Progress Billing (Additional Documentary Requirements)</b>	
Statement of Work Accomplishment (1 original)	Contractor/Supplier
Inspection Report by the Agency's Authorized Engineer (1 original)	CEO
Request for Inspection (1 original)	Supplier/contractor
Monthly Certificate of Payment (1 original)	CEO
Statement of Time Elapsed and Work Accomplished (1 original)	CEO
Pictures during the construction (1 original)	Contractor
Promissory Note (for projects under bank	City Mayor's Office/City Administrator's Office



loan) – (1 photocopy)	
Copy of previous paid billings (1 photocopy)	Supplier/Contractor
Contractors Affidavit on payment of laborers and materials (1 original)	Supplier/Contractor
Certificate of Percentage of completion (1 original)	CEO
Certificate of Completion (Final payment) (1 original)	CEO
<b>Variation Order/Change Order/Extra Work Order</b>	
Justification for the need of such Change Order or Extra Work Order by the procuring entity's representative/Project Engineer-Annex E 1.1.5a-original	City Engineering Office
Report of findings and recommendation by technical staff of procuring entity- Annex E1.1.5c-original	City Engineering Office
Approved Change Order or Extra Work Order - Annex E 1.1.5d-original	City Engineering Office
<b>EVENTS/PROGRAMS/MEETINGS</b>	
<b>Cash Advance</b>	
Obligation Request (1 original)	CBO
Program Proposal with Budget (Approved by CM) (1 original)	Implementing Department/Office
Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	City Mayor's Office
Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original)	City Accounting Office
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Invitation/Notice of meeting (1 original)	Implementing Department/Office
<b>Liquidation Report/Reimbursement</b>	
Liquidation report (1 original)	Implementing Department/Office
OR in case of refund of excess CA (1 original)	CTO



Summary of Expenses (1 original)	Implementing Department/Office
Certificate of Acceptance (1 original)	Implementing Department/Office
Original Billing Invoices/Official Receipts with Details (1 original)	Suppliers/Contractors
Canvass from at least 3 suppliers (1 copy each)	Suppliers/Contractors
Justification for Emergency Purchase (1 original)	Implementing Department/Office
Contract of Agreement – Notarized (1 original)	Implementing Department/Office
Affidavit of Undertaking/Certification on the Veracity of Expenses Made (1 original)	Implementing Department/Office
Certified Report on Actual Participants (1 original)	Implementing Department/Office
Post-Activity Report for training/conference/meeting (1 original)	Implementing Department/Office
Disbursement Voucher (1 original)	Implementing Department/Office
Obligation Request (OBR) (1 photocopy)	Implementing Department/Office
Authority to Cash Advance (1 photocopy)	Implementing Department/Office
Program Proposal (1 photocopy)	Implementing Department/Office
Other necessary documents to support claim of payment (1 original)	Implementing Department/Office or as maybe determined by the City Accounting Office
<b>COMMON CASH ADVANCES</b>	
<b>Cash Advance</b>	
Obligation Request (1 original)	CBO
Authority of accountable officer issued by the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	CMO
Certification the City Accountant that previous cash advance has been liquidated and accounted in the books (1 original)	CAcctgO
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Project Proposal (1 original)	Implementing Department/Office
<b>Liquidation Report/Reimbursement</b>	
Liquidation report (1 original)	Implementing Department/Office
Obligation Request (1 original)	CBO



Authority of accountable officer issued by the Head of the Agency (1 original)	City Mayor's Office
Certification on the veracity of the expenses made (1 original)	Implementing Department/Office
Billing Invoice/Official Receipts of expenses being claimed (1 original)	Supplier/Contractor
Summary of expenses (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Other necessary documents to support claim of payment (1 original)	Implementing Department/Office or as maybe determined by the City Accounting Office
<b>CASH ADVANCE (HONORARIA)</b>	
Obligation Request (1 original)	CBO
Signed payroll sheet (1 original)	Implementing Department/Office
Minutes of meeting (1 original)	Implementing Department/Office
Attendance (meeting/training) (1 original)	Implementing Department/Office
Resume (1 original/e-mail printout)	Learning Service Provider or Resource Person/s
Program activity (1 original)	Implementing Department/Office
Invitation/Notice of meeting/memorandum of training (1 original/CTC)	Implementing Department/Office
Course syllabus/Program of lectures (training) (1 photocopy)	Learning Service Provider or Resource Person/s
Office Order for their designation with authority to collect honorarium (training) (1 original/CTC/photocopy)	Department/Office (for government employee) Learning Service Provider or Resource Person/s (for private individual, if applicable)
Copy of the Letter/Invitation to Guest Resource Speaker/ Persons (as accepted/conformed) (1 photocopy)	Implementing Department/Office
Confirmation email (1 email printout)	Learning Service Provider or Resource Person/s
Agreement (for private individual/group), honoraria maybe paid at such rates as may be determined by the agency authorities concerned and by using the formula in DBM BC No.2007-001 as guides (1 original/CTC)	Implementing Department/Office
Certificate of Employment and Compensation (1 email printout/photocopy)	Learning Service Provider or Resource Person/s (for private individual)
<b>SUPPLIES/MATERIALS/EQUIPMENT (thru Public Bidding/Shopping)</b>	
Obligation Request (1 original)	Implementing Department/Office approved by GSO
Request for Pre-Repair Inspection (1 original)	Implementing Department/Office approved by GSO
Report of Inspection (1 original)	GSO





Acceptance and Inspection Report (1 original)	GSO
Certificate of Acceptance (1 original)	Implementing Department/Office
Sales Invoice (1 original)	Supplier/Contractor
Delivery Receipts (1 original)	Supplier/Contractor
Inventory Custodian Slip (ICS) – (1 certified true copy)	GSO
Property Acknowledgement Receipt (1 certified true copy)	GSO
Sales Warranty Certificate (1 original)	Supplier/Contractor
Requisition and Issue Slip (1 original)	GSO
Certificate of Exclusive Distributorship (if applicable) (1 certified true copy)	Supplier/Contractor
Purchase Order (1 original)	Implementing Department/Office
Notice of Award/Approved Contract (1 original)	BAC
Notice to Proceed (1 original)	BAC
BAC Resolution declaring winning bidder (1 original)	BAC
Abstract of Bids/Abstract of Quotations (1 original)	BAC
3 Quotations (1 copy)	Supplier/Contractor
Bidders Bond/Bid Securing declaration (1 original)	Supplier/Contractor
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office
Authenticated photocopy of approved APP (1 copy)	Implementing Department/Office
Invitation to Bid (1 original)	BAC
Request for Quotation (Shopping and Small Value Procurement) (1 original)	BAC
Proposal Sheet (1 original)	Supplier/Contractor
Approved Budget for the Contract (1 original)	BAC
Eligibility Documents (1 original)	Competing Bidders
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC



<b>SERVICES /REPAIRS /REPLACEMENT (Thru Public Bidding/Shopping)</b>	
Obligation Request (1 original)	Implementing Department/Office
Report of Inspection (1 original)	GSO
Acceptance and Inspection Report (1 original)	GSO
Certification – Service Rendered (1 original)	GSO
Sales Invoice/Billing/Delivery Receipts (1 original)	Supplier/Contractor
Purchase Order (1 original)	Implementing Department/Office
Approved Contract (1 original)	BAC
Notice to Proceed (1 original)	BAC
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office
Authenticated Photocopy of Approved APP (1 original)	Implementing Department/Office
Waste Materials Report (for replacement) (1 original)	GSO
Bid Proposal (1 original)	Supplier/Contractor
Abstract of Bids/RFQ (1 original)	BAC
Bid Bond / Bid Securing Declaration (1 original)	Supplier
Post Qualification Report (1 original)	BAC
Invitation to Bid (1 original)	BAC
3 Quotations (for shopping) (1 copy)	Supplier/Contractor
Request for Pre-repair Inspection (1 original)	Implementing Department/Office
Request for Inspection (1 original)	Implementing Department/Office
Justification (for emergency) (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Attendance (if applicable) (1 original)	Implementing Department/Office
Post-Activity Report (1 original)	Implementing Department/Office
Official Receipt (OR) and Certificate of Registration (CR) – Motor vehicle (1 original)	Supplier/Contractor
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC
Eligibility Documents (1 original)	Competing Bidders
Award Notice Abstract (1 original)	BAC
Certified copy of the submitted Contract	BAC



or Purchase Order stamped "Received" by COA (1 photocopy)	
<b>GARBAGE COLLECTION – CONTRACTS</b>	
<b>Initial Billing</b>	
Obligation Request (1 original)	CBO
Service Invoice/Billing (1 original)	Supplier/Contractor
Plate Nos./Body Nos. of trucks used in the collections of garbage (Registered plate number) (1 photo printout)	Land Transportation Office
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services rendered/validated trip tickets (1 original)	Implementing Department/Office
Authenticated photocopy of Approved APP (1 original)	Implementing Department/Office
Approved notarized Contract (1 original)	Supplier/Contractor approved by Head of the Procuring Entity
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond with OR (1 original)	Supplier/Contractor
Minutes of Pre-procurement and Pre-bid Conference (1 original)	BAC
Attendance to opening of bids (1 original)	BAC
Evidence of invitation to 3 observers (1 copy)	BAC
Bidders' Bond with OR (1 original)	Supplier/Contractor
Notice of Award (1 original)	BAC
Notice to Proceed (1 original)	BAC
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC
<b>Succeeding Billings</b>	
Obligation Request (1 original)	CBO
Service Invoice/Billing (1 original)	Supplier/Contractor
Plate Nos./Body Nos. of trucks used in the collections of garbage (Registered plate number) (1 photo printout)	PCENRO
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services rendered/validated trip tickets (1 original)	PCENRO
<b>JOB ORDER PERSONNEL</b>	
<b>Initial Payroll</b>	
Obligation Request (1 original)	CBO
Approved Payrolls (1 original)	Implementing Department/Office



Summary sheet of employment requirements signed by the Human Resource Management and Development Office (1 original)	HRMDO
Fully accomplished Personal Data Sheet (PDS) (1 original) - PDS - Information to be indicated in the PDS	CSC website, HRMDO Job Order Personnel
Duly acknowledged job order contract (1 original)	Implementing Department/Office
Verified accomplishment reports (1 original)	Implementing Department/Office
Signed Daily Time Records (1 original)	Implementing Department/Office
Program Proposals signed by the Committee on Hiring JOPs (1 original)	Implementing Department/Office
Certification by the LCE/Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (1 original)	CMO/HRMDO
Affidavit of undertaking (1 original)	Implementing Department/Office
<b>Succeeding Payroll</b>	
Obligation Request (1 original)	CBO
Approved payrolls (1 original)	Implementing Department/Office
Verified accomplishment reports (1 original)	Implementing Department/Office
Signed Daily Time Records (1 original)	Implementing Department/Office
Affidavit of undertaking (1 original)	Implementing Department/Office
<b>TERMINAL LEAVE BENEFITS</b>	
Obligation Request (1 original)	Implementing Department/Office
Clearance from money, property, and legal accountability (1 original)	CTO, City Accounting Office, City Assessor's Office, RTC/MTC
Clearance from GSIS (1 original)	GSIS
Employees' leave card as at last date of service (1 original)	HRMDO
Approved leave application (1 original)	HRMDO
Complete service record (1 original)	HRMDO
Affidavit of applicant that there is no pending criminal investigations or prosecution against him/her (RA no.3019) (1 original)	Claimant
Statement of Assets, Liabilities, and Net Worth (SALN) (1 original)	Claimant
Certified photocopy of	HRMDO



appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if salary under the last appointment is not the highest (1 original)	
Computation of terminal leave benefits duly signed/certified by the HRMDO Head (1 original)	HRMDO
Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU (1 original)	Claimant
In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency (1 photocopy)	HRMDO
<b>Additional Requirements in case of death claimant:</b>	
Death certificate authenticated by NSO (1 original)	PSA
Death certificate authenticated by NSO (1 original)	PSA
Birth certificates of all surviving legal heirs authenticated by NSO (1 original)	PSA
Certificate of No Marriage (CENOMAR) if single (1 original)	PSA
Designation of next-of-kin (1 original)	Claimant
Waivers of rights of children 18 years old and above (1 original)	Claimant
Affidavit of guardianship (if claimant is not the biological parent and children are still minor) (1 original)	DSWD
Barangay certification (if claimant is common law wife (1 original)	Barangay Hall
<b>FINANCIAL ASSISTANCE – STUDENTS</b>	
<b>Cash Advance (New)</b>	
Obligation Request (1 original)	CBO
List of student-grantees certified by the PCBB-OIC (certifying that the applicants met all the criteria for selection and are qualified beneficiaries of the grant) (1 original)	PCBB
Necessary supporting documents: - Letter request (1 original) - Duly Accomplished Green form	Parents



<p>(1 original)</p> <ul style="list-style-type: none"> <li>✓ Green Form</li> <li>✓ Information to be indicated in the form</li> </ul> <ul style="list-style-type: none"> <li>- Barangay Certificate (bonafide resident) (1 original)</li> <li>- Certificate of Indigency/Eligibility (1 original)</li> <li>- Voter's ID Card of student if 18 and above and/or one parent/guardian (1 photocopy)</li> <li>- Grades Certification (certified by school – ave. of 80% above or 2.5 college) (1 original)</li> <li>- Proof of enrolment (Certificate of Registration, Official Receipt, Certificate of Matriculation) (1 original)</li> <li>- Course of Curriculum (if already available from the school) (1 copy)</li> </ul>	<p>PCBB Applicant</p> <p>Barangay Hall</p> <p>Pasay Social Welfare and Development Department (PSWDD) COMELEC</p> <p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p> <p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p> <p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p>
<b>Renewal</b>	
Obligation Request (1 original)	PCBB
List of student-grantees certified by the PCBB-OIC (certifying that the applicants met all the criteria for selection and are qualified beneficiaries of the grant) (1 original)	PCBB
<p>Necessary supporting documents:</p> <ul style="list-style-type: none"> <li>- No incomplete, dropped or failing grades (1 copy)</li> <li>- Proof of enrolment (Certificate of Registration, Official Receipt, Certificate of Matriculation) (1 original)</li> <li>- Grades (certified by school – ave. of 80% above or 2.5 college) (1 photocopy)</li> <li>- Course of Curriculum (if already available from the school) (1 photocopy)</li> </ul>	<p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p> <p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p> <p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p> <p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p>
<b>FINANCIAL ASSISTANCE</b>	
<b>Cash Advance</b>	
Obligation Request (1 original)	CBO
List of payees/beneficiaries (1 copy)	Concerned Department/Office



Necessary supporting documents depending on the nature of transactions: <ul style="list-style-type: none"> <li>- Certificate of Eligibility (PSWDD/CHO) (1 original)</li> <li>- Barangay Certification (1 original)</li> <li>- Death Certificate (1 original)</li> <li>- Bills/Statement of Account (1 copy)</li> <li>- ID Card of claimant/waiver/SPA (1 photocopy)</li> <li>- Cash Voucher/RER (1 original)</li> <li>- Proof of relationship (1 photocopy)</li> <li>- Letter of Authority (1 copy)</li> </ul>	PSWDD/City Health Office (CHO)  Barangay Hall PSA DOH Accredited Hospital  Claimant  Implementing Department/Office Claimant City Mayors' Office
<b>Reimbursement/Liquidation of Cash Advance/Replenishment</b>	
Obligation Request (1 original)	Implementing Department/Office
Copy of Cash Advance Voucher (1 photocopy)	Implementing Department/Office
Certification that the expenses are actually incurred (1 original)	Implementing Department/Office
Authority of the accountable officer issued by the Head of the Agency (1 original)	CMO
Summary list of expenses/goods purchased (1 copy)	Implementing Department/Office
List of payees/beneficiaries (1 copy)	Implementing Department/Office
Sales Invoice/Official Receipts (1 original)	Supplier/Contractor
Daily menu, if applicable (1 copy)	Supplier/Contractor
Certificate of Acceptance (1 original)	Implementing Department/Office
<b>OTHER FORMS OF COMPENSATION (Monetization)</b>	
Obligation Request (1 original)	CBO
Approved leave application (ten days) with leave credit balance certified by the Human Resource Management and Development Office (1 original)	HRMDO
Request for leave covering more than ten days duly approved by the Head of the Agency (1 original)	HRMDO
For monetization of 50% or more: <ul style="list-style-type: none"> <li>- Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs</li> </ul>	DOH Accredited Hospital



(1 original) - Barangay Certification in case of need for financial assistance brought about by calamities, typhoon, fire, etc. (1 original)	Barangay Hall
<b>UTILITY EXPENSES</b>	
Obligation Request (1 original)	CBO
Statement of Account/Bill (for pre-audit purposes) (1 original)	Supplier/Contractor
Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original)	Supplier/Contractor
Summary of billing (1 original)	GSO (GF), DepEd (SEF)
<b>TRAVELING EXPENSES</b>	
Obligation Request (1 original)	CBO
Certificate of Appearance/Attendance (1 copy)	Learning Service Provider
Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original)	City Mayor's Office
Itinerary of Travel (1 original)	Learning Service Provider
<b>TELEPHONE/COMMUNICATION EXPENSES</b>	
Obligation Request (1 original)	City Budget Office (CBO)
Statement of Account/Bill (for pre-audit purposes) (1 original)	Supplier / Contractor/Government Personnel
Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original)	Supplier / Contractor/Government Personnel
Summary of billing (1 original)	General Services Office (GF), DepEd (SEF)
Self-Certification that the communication expenses incurred were official and necessary (mobile telecommunication services)	Government Personnel
Authorization by the head of department /agency justifying that the duties and responsibilities of the employee entail communication expense	Implementing Department/Office
<b>FIDELITY BOND</b>	
Obligation Request (1 original)	Implementing Department/Office
Certification of no pending administrative and criminal case by Head of the Agency or office (1 original)	CMO
Request for bonding and/or cancellation	Implementing Department/Office





of bond of accountable officials and employees of the Republic of the Philippines (1 original)				
Copy of previous approved application for bond and/or fidelity bond (if renewal) (1 photocopy)	Bureau of Treasury			
Statement of Assets, Liabilities, and Net Worth (SALN) (1 original)	Civil Service Commission or HRMDO			
<b>MATERNITY LEAVE</b>				
Obligation Request (1 original)	CBO			
Certified true copy of approved application for leave (1 original)	HRMDO			
Certified true copy of maternity leave clearance (1 original)	HRMDO			
Medical certificate for maternity leave (1 original)	Patient's Doctor			
<b>Additional Requirements for Unused Maternity Leave</b>				
Medical certificate that the employee is physically fit to work (1 original)	Patient's Doctor/Employee Clinic			
Certificate of assumption (1 original)	Implementing Department/Office			
Approved DTR (1 original)	HRMDO			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward the Disbursement Voucher with Check to the City Accounting Office.	1. Processing the bank advice:  1.1 Prepare the bank advice.  1.2 Approve the bank advice; and  1.3 Forward the bank advice and other supporting documents to the City Treasurer's Office.	None	9 Minutes	JULIE S. SERRANO <i>Administrative Officer II/Accounting Administrative Staff (CAcctgO)</i>  FULGENCIO M. DARUNDAY, CPA <i>OIC-Management and Audit Analyst V (CAcctgO)</i>  JULIE S. SERRANO <i>Administrative Officer II/ Accounting Administrative Staff (CAcctgO)</i>
<b>TOTAL:</b>		None	9 Minutes	



## 11. Building Permit Application

Any person/juridical entity should secure building permit and its ancillary permits from the City Engineer's Office/Office of the Building Official prior to construction, renovation, repair, demolition, and maintenance.

**Complex Transaction** – Application for building permit in which floor area shall not exceed 1,500 square meters: **[1]** single dwelling residential buildings of not more than three (3) floors/storeys; **[2]** commercial buildings of not more than two (2) floors/storeys; **[3]** renovation within a mall with issued building permit; and **[4]** warehouse storing non-hazardous substance.

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	Any person/juridical entity intending to construct structure/building	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Duly filled-out and notarized Unified Application Form for Building Permit:		
<ul style="list-style-type: none"> <li>- Unified Application Form</li> <li>- Details to be indicated in the form</li> <li>- Notarization</li> </ul>		CEO/OBO Document Owner Notary Public
Proof of right over the lot/property where the structure will be constructed		
a. Land Title (if owned) (4 certified true copies)		Registry of Deeds
b. Lease of Contract (if not owned) (4 certified true copies)		Lessor
c. Signed Apostille Certificate/Document from the country of origin (if foreigner) (1 photocopy and 1 original)		Department of Foreign Affairs or country of origin
Real Property Tax Receipt (1 original and 3 photocopies)		City Treasurer's Office (CTO)
Real Property Tax Declaration (4 photocopies)		City Assessor's Office (CAssRO)
Location Plan (1 original and 3 photocopies)		Any Licensed Geodetic Engineer
For new construction: Written consent (1 original)		Affected neighborhood within the vicinity (left, right, front and back)



Certificate of Verification Survey (1 original and 3 photocopies)	Any Licensed Geodetic Engineer
Tax Clearance for Building Permit (1 original and 3 photocopies)	CTO
Photos of project site (4 views)	Photo shop/centre
Building and Design Plans (1 original and 4 blue print copies): - Architectural - Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey	Any Licensed Professional/s: Architect Civil Engineer Electrical Engineer Mechanical Engineer Sanitary Engineer Geodetic Engineer
Professional license of all involved professionals (1 photocopy containing 2 specimen signatures)	Professional Regulation Commission (PRC)
Professional tax receipt of all involved professionals (1 photocopy containing 2 specimen signatures)	City Treasurer's Office where the licensed professional practices profession
Bill of materials/cost estimate and material specifications (5 original)	Any Licensed Professional/s (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above (5 original)	Any Licensed Civil/Structural Engineer
Boring/Soil Test for two-storey with deck and above (5 original)	Any Licensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with Official Receipt (1 original)	Department of Labor and Employment (DOLE)
<b>Representative:</b>	
Duly filled-out and notarized Unified Application Form for Building Permit: - Unified Application Form - Details to be indicated in the form	CEO/OBO Document Owner
Authorization letter (1 original)	Person represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID card of the person represented (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



<p>Proof of right over the lot/property where the structure will be constructed</p> <ol style="list-style-type: none"> <li>Land Title (if owned) (4 certified true copies)</li> <li>Lease of Contract (if not owned) (4 certified true copies)</li> <li>Signed Apostille Certificate/ Document from the Country of origin (if foreigner) (1 photocopy and present original)</li> </ol>	<p>Registry of Deeds</p> <p>Lessor</p> <p>Department of Foreign Affairs or country of origin</p>
Real Property Tax Receipt (1 original and 3 photocopies)	CTO
Real Property Tax Declaration (4 photocopies)	CAssrO
Location Plan (1 original and 3 photocopies)	Any Licensed Geodetic Engineer
For new construction: Written consent (1 original)	Affected neighborhood within the vicinity (left, right, front and back)
Certificate of Verification Survey (1 original and 3 photocopies)	Any Licensed Geodetic Engineer
Tax Clearance for Building Permit (1 original and 3 photocopies)	CTO
Photos of project site (4 views)	Photo Shop/Centre
<p>Building and Design Plans (1 original and 4 blue print copies):</p> <ul style="list-style-type: none"> <li>- Architectural</li> <li>- Civil/Structural</li> <li>- Electrical/Electronic</li> <li>- Mechanical</li> <li>- Sanitary/Plumbing</li> <li>- Geodetic/Survey</li> </ul>	<p>Any Licensed Professional/s:</p> <p>Architect</p> <p>Civil Engineer</p> <p>Electrical Engineer</p> <p>Mechanical Engineer</p> <p>Sanitary Engineer</p> <p>Geodetic Engineer</p>
Professional license of all involved professionals (1 photocopy containing 2 specimen signatures)	Professional Regulation Commission (PRC)
Professional Tax receipt of all involved professionals (1 photocopy containing 2 specimen signatures)	City Treasurer's Office where the licensed professional practice profession
Bill of materials/cost estimate and material specifications (5 original)	Any Licensed Professional (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and	Any Licensed Civil/Structural Engineer



Computations for two-storey and above (5 original)				
Boring/Soil Test for two-storey with deck and above (5 original)		Any Licensed Civil/Structural Engineer		
Contractor's All Risk Policy Insurance with Official Receipt (1 original)		Any Insurance Company		
Construction Safety Health Program with Official Receipt (1 original)		Department of Labor and Employment (DOLE)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and notarized Unified Application Form for Building Permit together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Acknowledge receipt of the application form together with the complete requirements.	None	30 Minutes	RAFAEL P. ISLES <i>Engineering Aide,</i> (CEO/OBO)
	1.1 Encode application in the system.			or
	1.2 Issue claim stub for client's application reference.			ARMAN P. BERNABE <i>Administrative Aide</i> IV, (OSSCPAS, CEO/OBO)
	1.3 Process Fire Safety Evaluation Clearance (FSEC) and Locational Clearance (LC).	None	4 Days (waiting time prior to issuance of FSEC and LC)	<i>OFFICERS OF THE DAY,</i> City Planning and Development Office and Local Bureau of Fire Protection (OSSCPA)
1.4 Evaluate plans and documents		None	1 Day	ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building</i>



	<p>using the Compliance Evaluation Sheet.</p> <p>1.5 Assess fees to be paid if plan is compliant; otherwise, return for correction.</p> <p>1.6 Conduct field inspection to verify entries in the submitted documents.</p> <p>1.7 Process the application.</p>	None	1 Day	<p><i>Official,</i> (CEO/OBO)</p> <p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. CRISANTO M. MARTINEZ <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. SALVADOR T. VILLARIN III <i>Engineer IV,</i> (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. ERWIN G. MAGTUBA <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. MARVIN A. MONSALE <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. NEREUS ALDRIN C. SANTIAGO</p>
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				<p><i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. JERSON VINCENT T. TECSON <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. RHANDY L. FARRE <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)</p> <p>Or</p> <p>ARMAN P. BERNABE <i>Administrative Aide</i> <i>IV,</i> (OSSCPAS, CEO/OBO)</p>
	1.8 Notify the client within seven days to secure Order of Payment.	None	5 Minutes	
2. Upon receipt of notification, return to Window 2, Room 311, OSSCPAS, CEO/OBO to secure Order of Payment for the processing of Building Permit application.	2. Issue Order of Payment to the client.	None	5 Minutes	<p>LLOYD B. SORO <i>Administrative Aide</i> <i>IV,</i> (OSSCPAS, CEO/OBO)</p> <p>Or</p> <p>ROBERTO D. BERDIN <i>Administrative</i> <i>Assistant I</i> (OSSCPAS,</p>



				CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue official receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CASHIER (OSSCPA)
4. Proceed to Window 4, Room 311, OSSCPAS, CEO/OBO to present OR, and claim building permit.	4. Verify OR, and release the building permit.	None	5 Minutes	MA. LUZ T. NAZARREA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)  or  MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		*BF + EF + EcF + P/SF + MF + LGF + PF + CF = TF	6 Days and 50 Minutes	

**\*Legend:**

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee) + P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF (Total Fees)

<b><u>SCHEDULE OF FEES</u></b>	
<b>1. BF (Building Fee)</b>	
For Residential Buildings: Floor Area x PHP 8.40/square meter For Commercial and Industrial Buildings: BF = A x Rate A = Total floor area for Commercial and Industrial Buildings	
Floor Area for Commercial and Industrial Buildings	Rate
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter





Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

## 2. EF (Electrical Fee)

$$EF = (KVA \times Rate) + \text{Filing Fee}$$

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate ( PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

## 3. EcF (Electronic Fee)

$$EcF = \text{Rate} \times \text{Item/s Electronic Load}$$

## 4. PS/F (Plumbing/Sanitary Fees)

$$PS/F = A, \text{ or } A + B$$

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4



Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

## 5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning System	Up to 100 tons PHP 90 Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit
Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for commercial /industrial use	PHP 60/kw
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit excluding the pump
Generator–diesel/gasoline/steam/hydro/ nuclear or solar generating units	



Up to 50 kw	PHP 25/kw
Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine (forklift, loader, mixers, compressors trucks per kw)	
Up to 50 kw	PHP 10/unit
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kw	PHP 3/unit

#### 6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters

PHP 24

C = Other sides total length

PHP 1.20/m

Case #2: LG = A + B + C

A = Frontage of Lot up to 10 meters

PHP 24

B = Every meter or fraction in excess of 10 meters

PHP 2.40/m

C = Other sides total length

PHP 1.20/m

#### 7. PF (Paving Fee)

PF = D x PHP 2/square meter

D = Area of yard and open spaces of the building

#### 8. CF (Computerization Fee) = PHP 20

**Highly Technical Transaction** – Application for building permit involving construction, renovation, repair, demolition and maintenance of residential, commercial, industrial and institutional buildings with the following categories:

- Four (4)-storey and above residential building
- Three (3)-storey and above commercial & institutional buildings
- Commercial and industrial buildings with more than 1,500 square meter
- Ground Preparation Permit



- Annual Building Inspection Permit

<b>Office or Division:</b>	City Engineer's Office (CEO)/Office of the Building Official (OBO)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
<b>Who may avail:</b>	Any person/juridical entity intending to construct structure/building	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal:</b>		
Duly filled-out and notarized Unified Application Form for Building Permit:		
<ul style="list-style-type: none"> <li>- Unified Application Form</li> <li>- Details of the form</li> </ul>		CEO/OBO Applicant
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Proof of right over the lot/property where the structure will be constructed		
<ul style="list-style-type: none"> <li>a. Land Title (if owned) (4 certified true copies)</li> <li>b. Lease of Contract (if not owned) (4 certified true copies)</li> <li>c. Signed Apostille Certificate/ Document from the Country of origin (if foreigner) (1 photocopy and present original)</li> </ul>		Registry of Deeds  Lessor  Department of Foreign Affairs or country of origin
Real Property Tax Receipt (1 original, 3 photocopies)		City Treasurer's Office (CTO)
Real Property Tax Declaration (4 photocopies)		City Assessor's Office (CAssrO)
Location Plan (1 original, 3 photocopies)		Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original, 3 photocopies)		Hired Licensed Geodetic Engineer
Tax Clearance for Building Permit (1 original, 3 photocopies)		CTO
Photos of project site (4 views)		Photo Shop/Centre
Building and Design Plans (1 original, 4 blue print copies):		
<ul style="list-style-type: none"> <li>- Architectural</li> </ul>		Any Licensed Professional/s: Architect



- Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey	Civil Engineer Electrical Engineer Mechanical Engineer Sanitary Engineer Geodetic Engineer
Professional license of all involved professionals (1 photocopy containing 2 specimen signatures)	Professional Regulation Commission (PRC)
Professional Tax Receipt of all involved professionals (1 photocopy containing 2 specimen signatures)	City Treasurer's Office where the licensed professional practice profession
Bill of materials/cost estimate and material specifications (5 original)	Hired Licensed Professional (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above (5 original)	Hired Licensed Civil/Structural Engineer
Boring/Soil Test for two-storey with deck and above (5 original)	Any Licensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with Official Receipt (1 original)	Department of Labor and Employment (DOLE)
Approved Locational Clearance with Official Receipt (1 original)	City Planning & Development Office (CPDO)
Fire Safety Inspection Clearance with Official Receipt (1 original)	Bureau of Fire Protection (BFP)
Height Clearance for buildings/structures exceeding 45 meters (1 original, 1 photocopy)	Air Transportation Office, Department of Transportation (ATO, DOT)
Tourism Clearance for tourist-oriented projects (1 original, 1 photocopy)	Philippine Tourism Authority (PTA)
Compliance Clearance/Certificate for education buildings (1 original, 1 photocopy)	Department of Education/Commission on Higher Education (DEP-Ed/CHED)
Construction Clearance (1 original, 1 photocopy)	Energy Regulatory Commission (ERC)
Discharge Permit (1 original,	Laguna Lake Development Authority



1 photocopy)	
Environmental Impact Statement for environmental and marine impact related projects like communication towers, hospitals, airports, manufacturing factories, etc. (1 original, 1 photocopy)	DEP-Ed/CHED
For new construction: Written consent (1 original)	Affected neighborhood within the vicinity (left, right, front and back)
<b>Representative:</b>	
Duly filled-out and notarized Unified Application Form for Building Permit: - Unified Application Form - Details of the Form	CEO/OBO Person Represented (Applicant)
Authorization letter (1 original)	Person Represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID card of the Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any government ID card of the person represented (Applicant) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Proof of right over the lot/property where the structure will be constructed a. Land Title (if owned) (4 certified true copies) b. Lease of Contract (if not owned) (4 certified true copies) c. Signed Apostille Certificate/ Document from the Country of origin (if foreigner) (1 photocopy and present original)	Registry of Deeds  Lessor  Department of Foreign Affairs or country of origin
Real Property Tax Receipt (1 original, 3 photocopies)	CTO
Real Property Tax Declaration (4 photocopies)	CAssrO
Location Plan (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Tax Clearance for Building Permit (1 original, 3 photocopies)	CTO
Photos of Project Site (4 views, 1 original)	Photo Shop/Center
Building and Design Plans (1 original and 4 blue print copies):	Any Licensed Professional/s:



- Architectural - Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey	Architect Civil Engineer Electrical Engineer Mechanical Engineer Sanitary Engineer Geodetic Engineer
Professional License of all involved Professionals (1 photocopy containing 2 specimen signatures)	PRC
Professional Tax Receipt of all involved Professionals (1 photocopy containing 2 specimen signatures)	City Treasurer's Office where the licensed professional practice profession
Bill of materials/cost estimate and material specifications (5 original)	Any Licensed Professional (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and Computations for two-storey and above (5 original)	Any Licensed Civil/Structural Engineer
Boring/Soil Test for two-storey with deck and above (5 original)	Any Licensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with Official Receipt (1 original)	DOLE
Height Clearance for buildings/structures exceeding 45 meters (1 original, 1 photocopy)	ATO, DOT
Tourism Clearance for tourist-oriented projects (1 original, 1 photocopy)	PTA
Compliance Clearance/Certificate for education buildings (1 original, 1 photocopy)	DEP-Ed/CHED
Construction Clearance (1 original, 1 photocopy)	ERC
Discharge Permit (1 original, 1 photocopy)	Laguna Lake Development Authority
Environmental Impact Statement for environmental and marine impact related	DEP-Ed/CHED



projects like communication towers, hospitals, airports, manufacturing factories, etc. (1 original, 1 photocopy)				
For new construction: Written consent (1 original)		Affected neighborhood within the vicinity (left, right, front and back)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished and notarized Unified Application Form for Building Permit together with complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Acknowledge receipt of application form together with the complete requirements.	None	1 Hour	RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)
	1.1 Encode the application in the system.			or
	1.2 Issue claim stub for client's application reference.			ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)
	1.3 Process Fire Safety Evaluation Clearance (FSEC) and Locational Clearance (LC).	None	7 Days (waiting time prior to issuance of FSEC and LC)	<i>OFFICERS OF THE DAY</i> CPDO and Local BFP (OSSCPA)
	1.4 Evaluate plans and documents using the Compliance Evaluation	None	5 Days	ENGR. JOHARI G. RANGIRIS <i>OIC-City Engineer/Building Official,</i> (CEO/OBO)





	<p>Sheet.</p> <p>1.5 Assess fees to be paid if plan is compliant, otherwise, return for correction.</p> <p>1.6 Conduct field inspection to verify entries in the submitted documents.</p> <p>1.8 Process application.</p>	<p>None</p> <p>None</p>	<p>5 Days</p> <p>2 Hours</p>	<p>ENGR. CARL BENEDICT A. CABANSAG <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. CRISANTO M. MARTINEZ <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. SALVADOR T. VILLARIN III <i>Engineer IV,</i> (OSSCPAS, CEO/OBO)</p> <p>ARCH. IAN C. APOSTOL <i>Architect II,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. ERWIN G. MAGTUBA <i>Engineer III,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. MARVIN A. MONSALE <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. NEREUS ALDRIN C. SANTIAGO <i>Engineer III,</i></p>
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				<p>(OSSCPAS, CEO/OBO)</p> <p>ENGR. JERSON VINCENT T. TECSON <i>Engineer I,</i> (OSSCPAS, CEO/OBO)</p> <p>ENGR. RHANDY L. FARRE <i>Engineer II,</i> (OSSCPAS, CEO/OBO)</p> <p>RAFAEL P. ISLES <i>Engineering Aide,</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>ARMAN P. BERNABE <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p>
	1.9 Notify the client within seven days to secure Order of Payment.	None	15 Minutes	
2. Upon receipt of notification, return to Window 2, Room 311, OSSCPAS, CEO/OBO to secure Order of Payment for the processing of building permit application.	2. Issue Order of Payment to the client.	None	15 Minutes	<p>LLOYD B. SORO <i>Administrative Aide IV,</i> (OSSCPAS, CEO/OBO)</p> <p>or</p> <p>ROBERTO D. BERDIN <i>Administrative Assistant I</i></p>



				(OSSCPAS, CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CASHIER (OSSCPA)
4. Proceed to Window 4, Room 311, OSSCPAS, CEO/OBO to present OR, and claim the building permit.	4. Verify OR, and release the building permit.	None	15 Minutes	MA. LUZ T. NAZARREA <i>Administrative Aide I</i> (OSSCPAS, CEO/OBO)  MELANIE ANN R. ABRACOSA <i>Administrative Aide I,</i> (OSSCPAS, CEO/OBO)
<b>TOTAL:</b>		*BF + EF + EcF + PS/F + MF + LG + PF + CF = TF	17 Days, 3 Hours and 50 Minutes	

**\*Legend:**

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee), P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF

<b><u>SCHEDULE OF FEES</u></b>
<b>1. BF (Building Fee)</b>



For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: BF = A x Rate

A = Total floor area for Commercial and Industrial Buildings

<b>Floor Area for Commercial and Industrial Buildings</b>	<b>Rate</b>
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

## 2. EF (Electrical Fee)

EF = (KVA x Rate) + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

<b>Total Electrical Load (KVA)</b>	<b>Rate ( PHP/KVA)</b>	<b>Filing Fee</b>
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

## 3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load

## 4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate



<b>Plumbing Fixtures</b>	<b>Rate</b>
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

## 5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

<b>Mechanical Load</b>	<b>Rate</b>
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning System	Up to 100 tons PHP 90 Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit



Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for commercial /industrial use	PHP 60/kw
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit excluding the pump
Generator–diesel/gasoline/steam/hydro/ nuclear or solar generating units	
Up to 50 kw	PHP 25/kw
Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine (forklift, loader, mixers, compressors trucks per kw)	
Up to 50 kw	PHP 10/unit
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kw	PHP 3/unit

## 6. LGF (Line and Grade Fees)

Case #1:  $LGF = A + C$

A = Frontage of Lot up to 10 meters

PHP 24

C = Other sides total length

PHP 1.20/m

Case #2:  $LG = A + B + C$

A = Frontage of Lot up to 10 meters

PHP 24

B = Every meter or fraction in excess of 10 m

PHP 2.40/m

C = Other sides total length

PHP 1.20/m

## 7. PF (Paving Fee)

$PF = D \times PHP\ 2.00/sq.\ m.$

D = Area of yard and open spaces of the building

## 8. CF (Computerization Fee) = PHP 20



## 12. Certification/s as to Availability of Appropriation on Obligation Requests (ObR) (For 1 to 7 Transactions)

The City Budget Office is one of the support services of the City Government. Part of its mandate is to certify as to the availability of the appropriations and allotments to which expenditures and obligations may be properly charged. (Sec. 344 of R.A No. 7160 and Budget Operations Manual Version 2016)

<b>Office or Division:</b>	City Budget Office (CBO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen	
<b>Who may avail:</b>	City Government Departments/Offices/Employees, Consultants, Contract of Service and Job Order Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>PAYROLL:</b>		
<b>Regular/casual</b>		
Initial Payroll/Renewal of Casual (2 original, 2 photocopies)	Human Resource Management and Development Office (HRMDO)	
Signed Obligation Request (ObR) (2 original, 2 photocopies)	Concerned Department/Office	
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office	
DTR (1 original)	Concerned Department/Office	
Appointment/Plantilla (1 photocopy)	HRMDO	
Assumption of duties (1 original)	HRMDO	
Duly Notarized SALN (1 photocopy)	HRMDO or CSC or Ombudsman Websites	
- SALN Form (1 original)	Concerned employees of the Department/Office	
- Details/info to be indicated in the form		
- Notarization	Notary Public	
PDS (1 original)	Concerned employees of the Department/Office	
DTR (1 original)	Concerned Department/Office	
Succeeding Payroll (2 original, 2 photocopies)		
- Signed ObR (2 original, 2 photocopies)	Concerned Department/Office	
- Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office	
<b>Contract of Service/Job Order</b>		
Initial Payroll (2 original, 2 photocopies)	Concerned Department/Office	
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office	
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office	
DTR (1 original)	Concerned Department/Office	
Accomplishment Report (1 original)	Concerned Department/Office	
Project Proposal (1 original)	Concerned Department/Office	



PPMP (1 photocopy)	Concerned Department/Office
APP (1 photocopy)	Concerned Department/Office
PDS (1 photocopy)	Concerned employees of the Department/Office
Notarized Contract (1 original) - Contract - Notarization	Concerned Department/Office Notary Public
Clearances - Police Clearance (1 original) - Medical Clearance (1 original) - Drug Test (1 original)  - Barangay Clearance (1 original)	Philippine National Police (PNP) DOH Accredited Hospitals/Clinics Department of Health Accredited Drug Testing Center Barangay Hall
Succeeding Payroll - Signed ObR (2 original, 2 photocopies) - Signed Payroll (2 original, 2 photocopies) - Accomplishment Report (1 original) - PPMP (1 photocopy) - APP (1 photocopy)	Concerned Department/Office  Concerned Department/Office  Concerned Department/Office Concerned Department/Office Concerned Department/Office
<b>Consultant</b>	
Initial Payroll (2 original, 2 photocopies)	HRMDO, Concerned Department/Office
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
Accomplishment Report (1 original)	Concerned Department/Office
Bids and Awards Committee (BAC) Resolution (1 original)	BAC Secretariat
Notarized Contract (1 original) - Contract - Notarization	Concerned Department/Office Notary Public
Succeeding Payroll - Signed ObR (2 original, 2 photocopies) - Signed Payroll (2 original, 2 photocopies) - Accomplishment Report (1 original) - PPMP (2 photocopies) - APP (2 photocopies)	Concerned Department/Office  Concerned Department/Office  Concerned Department/Office Concerned Department/Office Concerned Department/Office
<b>GOODS AND SERVICES</b>	
<b>Training/Seminar</b>	
- <b>By NGA, government association and accredited government agencies:</b>	





Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Travel Order (1 original, 1 photocopy)	City Administrator's Office
Itinerary (1 original)	Learning Service Provider (LSP)
Invitational Letter (1 photocopy)	LSP
Justification Letter re: Attendance to the Program (1 original, 1 photocopy)	Concerned Department/Office
Authority to charge actual and necessary expense (if cash advance) (1 original)	City Mayor's Office (CMO)
Official Receipt (if reimbursement) (1 original)	LSP, Providers of Goods and Services
<b>- To be conducted by City Offices/Department:</b>	
Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Purchase Request (PR) approved by City Treasurer as to cash availability (1 original)	Concerned Department/Office City Treasurer's Office (CTO)
<ul style="list-style-type: none"> <li>• PR</li> <li>• Approval</li> </ul>	
Project Proposal (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
<b>Goods and Property Plant &amp; Equipment</b>	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
PR (2 original)	Concerned Department/Office
Acceptance (1 original, 1 photocopy)	Concerned Department/Office
Purchase Order/Contract (1 original, 1 photocopy)	Concerned Department/Office
Notice of Award (NOA) (1 original, 1 photocopy)	Concerned Department/Office
Notice to Proceed (NTP) (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Delivery Receipt (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office



Distribution list (for common office supplies and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation ordinance (if funded through Supplemental Budget) (1 original)	City Secretariat Office (CSO)
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental Budget) (1 photocopy)	CSO
<b>Services (for janitorial, security, garbage, internet, preventive maintenance, gasoline etc.)</b>	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
PR (2 original)	Concerned Department/Office
Purchase Order (for Goods and Services)/Contract (for Infra Services) (1 original, 1 photocopy)	Concerned Department/Office
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation ordinance (if funded through Supplemental Budget) (1 original)	CSO
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental Budget) (1 photocopy)	CSO
Purchase Request (PR) approved by City Treasurer as to cash availability (1 original, 1 photocopy) - PR - Letter of Approval	Concerned Department/Office CTO
Billing (for gasoline) (1 original, 1 photocopy)	General Services Office (GSO)
Computation of GSO (for janitorial services) (1 original)	GSO
<b>Utilities (Water, Electricity, Telephone,</b>	



<b>Mobile, Internet)</b>	
Signed ObR (2 original)	Concerned Department/Office
Billing (1 original)	GSO
<b>Infrastructure (one time obligation)</b>	
<b>1. Progress Payment:</b>	
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
Signed ObR (2 original)	Concerned Department/Office
Purchase Order/Contract	Concerned Department/Office
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation ordinance (if funded through Supplemental Budget) (1 original)	CSO
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental Budget) (1 photocopy)	CSO
Agency Cost Estimate (1 original)	BAC
Statement of Work Accomplishment (SWA) (1 original, 1 photocopy)	City Engineer's Office (CEO)/Office of the Building Official (OBO)
Certificate of Completion (1 original, 1 photocopy)	CEO/OBO
Request for Inspection (1 original, 1 photocopy)	CEO/OBO
Inspection Report (1 original, 1 photocopy)	CEO/OBO
Certificate from CPDO as to inclusion in Land Development Investment Plan (LDIP) and AIP (1 original)	City Planning and Development Office (CPDO)
Certification from City Treasurer's Office (CTO) as to cash availability (1 original)	CTO
Scope of Work (1 original)	BAC
<b>2. Mobilization:</b>	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
Purchase Order/Contract (1 original,	Concerned Department/Office



1 photocopy)				
NOA (1 original, 1 photocopy)		Concerned Department/Office		
NTP (1 original, 1 photocopy)		Concerned Department/Office		
BAC Resolution (1 original, 1 photocopy)		Concerned Department/Office		
Disbursement Voucher (1 original)		Concerned Department/Office		
Project Proposal (1 original, 1 photocopy)		Concerned Department/Office		
PPMP (2 photocopies)		Concerned Department/Office		
APP (2 photocopies)		Concerned Department/Office		
Distribution list (for common office supplies and equipment) (1 original)		Concerned Department/Office		
Supplemental Budget Appropriation ordinance (if funded through Supplemental Budget) (1 original)		CSO		
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental Budget) (1 photocopy)		CSO		
Request for Mobilization Billing Statement approved by City Engineer (1 original, 1 photocopy)		CEO/OBO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents with attached requirements to the CBO.	1. Receive and check completeness of documents and signatories	None	5 Minutes	NORBERTO C. DEGORIO <i>Administrative Aide I</i> (CBO)  AMADO B. TUBOC <i>Administrative Aide I</i> (CBO)  JOYCE ANN MARIE F. MAYOR <i>Administrative Aide IV</i> (CBO)
2. Wait for the CBO to process the submitted documents.	2. Process the submitted documents.  2.1 Assign Receiving Control Number	None	5 Minutes	JOYCE ANN MARIE F. MAYOR <i>Administrative Aide IV</i> (CBO)



	<p>2.2 Check availability of appropriation and post in RAAO (Registry of Allotment Appropriation and Obligation).</p>	<p>None</p>	<p>10 Minutes</p>	<p>RESTITUTA RAQUEL E. TAN <i>Administrative Aide IV</i> (CBO)</p> <p>BERNABELA C. GILBUENA <i>Administrative Aide IV</i> (CBO)</p> <p>VILLY T. DE LEON <i>Administrative Aide IV</i> (CBO)</p> <p>MARY ROSE M. BERNARDINO <i>Administrative Aide IV</i> (CBO)</p> <p>DIANNA P. CUTARA <i>Administrative Aide II</i> (CBO)</p> <p>RODOLFO C. ROMERO JR. <i>Administrative Aide IV</i> (CBO)</p> <p>JOE MARIE P. MILAN <i>Administrative Aide II</i> (CBO)</p> <p>FERDINAND C. BUCU <i>Administrative Assistant II</i> (CBO)</p> <p>LILIBETH D. TIOSEN <i>Administrative Assistant I</i> (CBO)</p> <p>MYRIAM A. BALTAZAR <i>Supervising Administrative Officer</i> (CBO)</p> <p>MARICRIS C.</p>
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				<p>CONTRERAS <i>Administrative Assistant II</i> (CBO)</p>
	2.3 Check and review correctness of account codes, supporting documents and charging.	None	15 Minutes	<p>FERDINAND M. NAVEA <i>Administrative Officer V</i> (CBO)</p>
	2.4 Assign ObR Control Number.	None	15 Minutes	<p>For Personnel Services (PS): VILLY T. DE LEON <i>Administrative Aide IV</i> (CBO)</p> <p>For Maintenance and Other Operating Expenses (MOOE): DIANNA P. CUTARA <i>Administrative Aide II</i> (CBO)</p> <p>For Special Education Fund (SEF): CHERRY LYN B. OCAMPO <i>Administrative Aide IV</i> (CBO)</p>
	2.5 Final review as to correctness and completeness.	None	2 Minutes	<p>MYRIAM A. BALTAZAR <i>Supervising Administrative Officer</i> (CBO)</p>
	2.6 Record in consolidation	None	5 Minutes	<p>RHODALYN RICA O. REYES <i>Administrative Aide IV</i> (CBO)</p>



	RAAO.  2.7 Sign the ObR.  2.8 Retain copy of documents for file reference.	None  None	15 Minutes  2 Minutes	MA. CONCHITA B. CAYANAN <i>City Government Department Head II (CBO)</i>  FERNANDO V. ORDIALES <i>Administrative Aide II (CBO)</i>
3. Claim the approved documents.	3. Release the approved documents.	None	2 Minutes	NORBERTO C. DEGORIO <i>Administrative Aide I (CBO)</i>  AMADO B. TUBOC <i>Administrative Aide I (CBO)</i>  JOYCE ANN MARIE F. MAYOR <i>Administrative Aide IV (CBO)</i>
<b>TOTAL:</b>		None	1 Hour and 16 Minutes	

*\*Based on existing Accounting, Auditing, and Budgeting Rules*

### 13. Certification/s as to Availability of Appropriation on Obligation Requests (ObR) (For 8 or More Transactions)

The City Budget Office is one of the support services of the City Government. Part of its mandate is to certify as to the availability of the appropriations and allotments to which expenditures and obligations may be properly charged. (Sec. 344 of RA No. 7160 and Budget Operations Manual Version 2016)

<b>Office or Division:</b>	City Budget Office (CBO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen
<b>Who may avail:</b>	City Government Departments/Offices/Employees, Consultants, Contract of Service and Job Order Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>PAYROLL:</b>	
<b>Regular/casual</b> Initial Payroll/Renewal of Casual	Human Resource Management and Development



(2 original, 2 photocopies)	Office (HRMDO)
Signed Obligation Request (ObR) (2 original, 2 photocopies)	Concerned Department/Office
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
DTR (1 original)	Concerned Department/Office
Appointment/Plantilla (1 photocopy)	HRMDO
Assumption of duties (1 original)	HRMDO
Duly Notarized SALN (1 photocopy) <ul style="list-style-type: none"> <li>- SALN Form (1 original)</li> <li>- Details/info to be indicated in the form</li> <li>- Notarization</li> </ul>	HRMDO or CSC or Ombudsman Websites Concerned employees of the Department/Office  Notary Public
PDS (1 original)	Concerned employees of the Department/Office
DTR (1 original)	Concerned Department/Office
Succeeding Payroll (2 original, 2 photocopies) <ul style="list-style-type: none"> <li>- Signed ObR (2 original, 2 photocopies)</li> <li>- Signed Payroll (2 original, 2 photocopies)</li> </ul>	Concerned Department/Office Concerned Department/Office
<b>Contract of Service/Job Order</b>	
Initial Payroll (2 original, 2 photocopies)	Concerned Department/Office
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
DTR (1 original)	Concerned Department/Office
Accomplishment Report (1 original)	Concerned Department/Office
Project Proposal (1 original)	Concerned Department/Office
PPMP (1 photocopy)	Concerned Department/Office
APP (1 photocopy)	Concerned Department/Office
PDS (1 photocopy)	Concerned employees of the Department/Office
Notarized Contract (1 original) <ul style="list-style-type: none"> <li>- Contract</li> <li>- Notarization</li> </ul>	Concerned Department/Office Notary Public
Clearances <ul style="list-style-type: none"> <li>- Police Clearance (1 original)</li> <li>- Medical Clearance (1 original)</li> <li>- Drug Test (1 original)</li> <li>- Barangay Clearance (1 original)</li> </ul>	Philippine National Police (PNP) DOH Accredited Hospitals/Clinics Department of Health Accredited Drug Testing Center Barangay Hall
Succeeding Payroll <ul style="list-style-type: none"> <li>- Signed ObR (2 original, 2 photocopies)</li> <li>- Signed Payroll (2 original, 2 photocopies)</li> </ul>	Concerned Department/Office  Concerned Department/Office





- Accomplishment Report (1 original) - PPMP (1 photocopy) - APP (1 photocopy)	Concerned Department/Office Concerned Department/Office Concerned Department/Office
<b>Consultant</b>	
Initial Payroll (2 original, 2 photocopies)	HRMDO, Concerned Department/Office
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
Accomplishment Report (1 original)	Concerned Department/Office
Bids and Awards Committee (BAC) Resolution (1 original)	BAC Secretariat
Notarized Contract (1 original) - Contract - Notarization	Concerned Department/Office Notary Public
Succeeding Payroll - Signed ObR (2 original, 2 photocopies) - Signed Payroll (2 original, 2 photocopies) - Accomplishment Report (1 original) - PPMP (2 photocopies) - APP (2 photocopies)	Concerned Department/Office Concerned Department/Office Concerned Department/Office Concerned Department/Office Concerned Department/Office
<b>GOODS AND SERVICES</b>	
<b>Training/Seminar</b>	
- <b>By NGA, government association and accredited government agencies:</b>	
Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Travel Order (1 original, 1 photocopy)	City Administrator's Office
Itinerary (1 original)	Learning Service Provider (LSP)
Invitational Letter (1 photocopy)	LSP
Justification Letter re: Attendance to the Program (1 original, 1 photocopy)	Concerned Department/Office
Authority to charge actual and necessary expense (if cash advance) (1 original)	City Mayor's Office (CMO)
Official Receipt (if reimbursement) (1 original)	LSP, Providers of Goods and Services
- <b>To be conducted by City Offices/Department:</b>	
Signed ObR (2 original)	Concerned Department/Office



Disbursement Voucher (1 original)	Concerned Department/Office
Purchase Request (PR) approved by City Treasurer as to cash availability (1 original) <ul style="list-style-type: none"> <li>• PR</li> <li>• Approval</li> </ul>	Concerned Department/Office City Treasurer's Office (CTO)
Project Proposal (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
<b>Goods and Property Plant &amp; Equipment</b>	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
PR (2 original)	Concerned Department/Office
Acceptance (1 original, 1 photocopy)	Concerned Department/Office
Purchase Order/Contract (1 original, 1 photocopy)	Concerned Department/Office
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Delivery Receipt (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation ordinance (if funded through Supplemental Budget) (1 original)	City Secretariat Office (CSO)
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental Budget) (1 photocopy)	CSO
<b>Services (for janitorial, security, garbage, internet, preventive maintenance, gasoline etc.)</b>	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
PR (2 original)	Concerned Department/Office
Purchase Order (for Goods and Services)/Contract (for Infra Services) (1 original, 1 photocopy)	Concerned Department/Office



NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation ordinance (if funded through Supplemental Budget) (1 original)	CSO
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental Budget) (1 photocopy)	CSO
Purchase Request (PR) approved by City Treasurer as to cash availability (1 original) - PR - Approval	Concerned Department/Office CTO
Billing (for gasoline) (1 original, 1 photocopy)	General Services Office (GSO)
Computation of GSO (for janitorial services) (1 original)	GSO
<b>Utilities (Water, Electricity, Telephone, Mobile, Internet)</b>	
Signed ObR (2 original)	Concerned Department/Office
Billing (1 original)	GSO
<b>Infrastructure (one time obligation) Progress Payment:</b>	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
Purchase Order/Contract (1 original, 1 photocopy)	Concerned Department/Office
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	



ordinance (if funded through Supplemental Budget) (1 original)	CSO
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental Budget) (1 photocopy)	CSO
Agency Cost Estimate (1 original)	BAC
Statement of Work Accomplishment (SWA)	City Engineer's Office(CEO)/Office of the Building Official (OBO)
Certificate of Completion (1 original, 1 photocopy)	CEO/OBO
Request for Inspection (1 original, 1 photocopy)	CEO/OBO
Inspection Report (1 original, 1 photocopy)	CEO/OBO
Certificate from CPDO as to inclusion in Land Development Investment Plan (LDIP) and AIP (1 original)	City Planning and Development Office (CPDO)
Certification from City Treasurer's Office (CTO) as to cash availability (1 original)	CTO
Scope of Work (1 original)	BAC
<b>2. Mobilization:</b>	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation (CAA) (2 original, 2 photocopies)	CBO
Purchase Order/Contract (1 original, 1 photocopy)	Concerned Department/Office
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation ordinance (if funded through Supplemental Budget) (1 original)	CSO
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental Budget) (1 photocopy)	CSO
Request for Mobilization Billing Statement approved by City Engineer (1 original,	CEO/OBO



1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents with attached requirements to the CBO.	1. Receive and check completeness of documents and signatories	None	30 Minutes	<p>NORBERTO C. DEGORIO <i>Administrative Aide I</i> (CBO)</p> <p>AMADO B. TUBOC <i>Administrative Aide I</i> (CBO)</p> <p>JOYCE ANN MARIE F. MAYOR <i>Administrative Aide IV</i> (CBO)</p>
2. Wait for the CBO to process the submitted documents.	2. Process the submitted documents.	None	30 Minutes	JOYCE ANN MARIE F. MAYOR <i>Administrative Aide IV</i> (CBO)
	2.1 Assign Receiving Control Number			
	2.2 Check availability of appropriation and post in RAAO (Registry of Allotment Appropriation and Obligation).	None	30 Minutes	<p>RESTITUTA RAQUEL E. TAN <i>Administrative Aide IV</i> (CBO)</p> <p>BERNABELA C. GILBUENA <i>Administrative Aide IV</i> (CBO)</p> <p>VILLY T. DE LEON <i>Administrative Aide IV</i> (CBO)</p> <p>MARY ROSE M. BERNARDINO <i>Administrative Aide IV</i> (CBO)</p> <p>DIANNA P. CUTARA <i>Administrative Aide II</i> (CBO)</p>



				<p>RODOLFO C. ROMERO JR. <i>Administrative Aide IV</i> (CBO)</p> <p>JOE MARIE P. MILAN <i>Administrative Aide II</i> (CBO)</p> <p>FERDINAND C. BUCU <i>Administrative Assistant II</i> (CBO)</p> <p>LILIBETH D. TIOSEN <i>Administrative Assistant I</i> (CBO)</p> <p>MYRIAM A. BALTAZAR <i>Supervising Administrative Officer</i> (CBO)</p> <p>MARICRIS C. CONTRERAS <i>Administrative Assistant II</i> (CBO)</p>
	<p>2.3 Check and review correctness of account codes, supporting documents and charging.</p>	None	30 Minutes	<p>FERDINAND M. NAVEA <i>Administrative Officer V</i> (CBO)</p>
	<p>2.4 Assign ObR Control Number.</p>	None	1 Hour	<p>For PS: VILLY T. DE LEON <i>Administrative Aide IV</i> (CBO)</p> <p>For MOOE: DIANNA P. CUTARA</p>



	2.5 Final review as to correctness and completeness.	None	1 Hour	<i>Administrative Aide II (CBO)</i> For SEF: CHERRY LYN B. OCAMPO <i>Administrative Aide IV (CBO)</i> MYRIAM A. BALTAZAR <i>Supervising Administrative Officer (CBO)</i>
	2.6 Record in consolidation RAAO.	None	1 Hour	RHODALYN RICA O. REYES <i>Administrative Aide IV (CBO)</i>
	2.7 Sign the ObR.	None	1 Day	MA. CONCHITA B. CAYANAN <i>City Government Department Head II (CBO)</i>
	2.8 Retain copy of documents for file reference.	None	30 Minutes	FERNANDO V. ORDIALES <i>Administrative Aide II (CBO)</i>
3. Claim the approved documents.	3. Release the approved documents.	None	30 Minutes	NORBERTO C. DEGORIO <i>Administrative Aide I (CBO)</i> AMADO B. TUBOC <i>Administrative Aide I (CBO)</i> JOYCE ANN MARIE F. MAYOR <i>Administrative Aide IV (CBO)</i>
<b>TOTAL:</b>		None	1 Day and 6 Hours	

*\*Based on existing Accounting, Auditing, and Budgeting Rules*



## 14. Certifications (Pag-IBIG)

Securing certifications on Pag-IBIG premium contributions, loan payment, etc. from the City Accounting Office.

### *For 2017-present records:*

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing & Remittances Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All Pasay City Government Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
Duly accomplished requisition form <ul style="list-style-type: none"> <li>- Requisition form</li> <li>- Data/information to be indicated in the form</li> </ul>	CAcctgO Requester		
Print-out of Employee's Statement of Accumulated Value (1 photocopy)	Pag-IBIG		
Print-out of Membership Profile/Information (1 photocopy)	Pag-IBIG		
<b>Representative</b>			
Duly accomplished requisition form <ul style="list-style-type: none"> <li>- Requisition form</li> <li>- Data/information to be indicated in the form</li> </ul>	CAcctgO Person Represented (Requester/Document Owner)		
Authorization letter (1 original)	Person Represented (Requester/Document Owner)		
Valid ID card of the person represented (Requester/Document Owner) (1 original)	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Valid ID card of representative (1 original)	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Print-out of Employee's Statement of Accumulated Value (1 photocopy)	Pag-IBIG		
Print-out of Membership Profile/Information (1 photocopy)	Pag-IBIG		





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving Section.	1. Process the Pag-IBIG Certification:	None	2 Days, 7 Hours and 53 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
	1.1 Prepare the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA <i>OIC- Management and Audit Analyst V</i> (CAcctgO)
	1.2 Check the certification.			
	1.3 Sign the certification			
2. Claim the requested document from the City Accounting Office- Releasing Section.	2. Release the certification to the client.	None	5 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
<b>TOTAL:</b>		None	3 Days	

**For 2013-2016 records:**

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing & Remittances Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All Pasay City Government Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Duly accomplished requisition form	CAcctgO Requester	
- Requisition form		
- Data/information to be indicated in the form		
Print-out of Employee's Statement of Accumulated Value (1 photocopy)	Pag-IBIG	
Print-out of Membership Profile/Information (1 photocopy)	Pag-IBIG	



<b>Representative</b>				
Duly Accomplished Requisition Form - Requisition Form - Data/information to be indicated in the form		CAcctgO Person Represented (Requester/Document Owner)		
Authorization letter (1 original)		Person Represented (Requester/Document Owner)		
Valid ID card of the person represented (Requester/Document Owner) (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Valid ID card of representative (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Print-out of Employee's Statement of Accumulated Value (1 photocopy)		Pag-IBIG		
Print-out of Membership Profile/Information (1 photocopy)		Pag-IBIG		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving Section.	1.Process the Pag-IBIG Certification:	None	6 Days, 7 Hours and 53 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
	1.1 Prepare the certification. 1.2 Check the certification. 1.3 Sign the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA <i>OIC- Management and Audit Analyst V</i> (CAcctgO)
2. Claim the requested document from the City Accounting Office- Releasing Section.	2. Release the certification to the client.	None	5 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
<b>TOTAL:</b>		None	7 Days	



**For 2012 and below records:**

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing & Remittances Section			
<b>Classification:</b>	Highly Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Pasay City Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form		CAcctgO Requester		
Print-out of Employee's Statement of Accumulated Value (1 photocopy)		Pag-IBIG		
Print-out of Membership Profile/Information (1 photocopy)		Pag-IBIG		
<b>Representative</b>				
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form		CAcctgO Person Represented (Requester/Document Owner)		
Authorization letter (1 original)		Person Represented (Requester/Document Owner)		
Valid ID card of the person represented (Requester/Document Owner) (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Valid ID card of representative (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Print-out of Employee's Statement of Accumulated Value (1 photocopy)		Pag-IBIG		
Print-out of Membership Profile/Information (1 photocopy)		Pag-IBIG		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving Section.	1.Process the Pag-IBIG Certification:	None	19 Days, 7 Hours and 53 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
	1.1 Prepare the certification.			
	1.2 Check the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA OIC-
	1.3 Sign the certification.			



				<i>Management and Audit Analyst V (CAcctgO)</i>
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the certification to the client.	None	5 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV (CAcctgO)</i>
<b>TOTAL:</b>		None	20 Days	

## 15. Certification/s (Philhealth)

Securing certification/s on Philhealth premium contribution, etc. from the City Accounting Office.

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing & Remittances Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All Pasay City Government Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Principal</b>		
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form	CAcctgO Requester	
Any government ID card (1 original)	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
<b>Representative</b>		
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form	CAcctgO Person Represented (Requester/Document Owner)	
Authorization letter ( 1original)	Person Represented (Requester/Document Owner)	
Valid ID card of the person represented (Requester/Document Owner) (1 original)	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Valid ID card of the representative (1 original)	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving Section.	1. Process the Philhealth Certification:	None	13 Minutes	STANLEY L. NAZARREA <i>Administrative Aide IV (CAcctgO)</i>
	1.1 Prepare the Certification. 1.2 Check the certification. 1.3 Sign the certification.		2 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV (CAcctgO)</i>  FULGENCIO M. DARUNDAY, CPA OIC- <i>Management and Audit Analyst V (CAcctgO)</i>
2. Claim the requested document from the City Accounting Office- Releasing Section.	2. Release the certification to the client.	None	2 Minutes	STANLEY L. NAZARREA <i>Administrative Aide IV (CAcctgO)</i>
<b>TOTAL:</b>		None	17 Minutes	

## 16. Clearance from Money and Property Accountabilities

Clearance process is a requirement imposed by the City Government on all officials and employees. The official or employee must secure clearance from money, property and work related accountabilities using a prescribed CSC form on instances like leave of absence of thirty (30) calendar days or more regardless of nature e.g. vacation, sick, maternity, study, resignation, retirement, travel. Under the Administrative Services, the Cooperative Office has been included since, the Office handles the City Government Employees Cooperative, Prime Movers MPC, and as such, officials or employees securing clearance may happen to be a member of the employees cooperative and may possibly have obligation and accountability as cooperative member.

<b>Office or Division:</b>	<b>Office of the City Cooperative Officer (a.k.a. Pasay Cooperative Development Office – Pasay CDO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Officials and employees securing clearance from money and property accountabilities



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully Accomplished CSC Form No. 7 (1 Original and 3 carbon copy) - CSC Form No. 7 - Information/details to be indicated in the request slip		HRMDO Official/Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCDO and submit the clearance form	1. Check if the form is properly filled up and duly signed by the person's immediate supervisor and department head.  1.1 Check the purpose of the clearance.	None	2 Minutes	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I</i> (PCDO)  JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (PCDO)
2. Wait at the designated waiting area of the PCDO while the clearance is being assessed  2.1 Listen and note the information, which will be relayed by the attending personnel from the PCDO. Provide answers on the questions, which will be addressed during this client step.	2. Check if the person is a member of Prime Movers MPC and has any loan obligation.  2.1 If the purpose is transfer, retirement or resignation, notify the client at hand to settle any accountabilities, prior to exit from the service.  2.2 Settle the arrangement on how to withdraw the share capital contribution.  2.3 Stamped the name of the head of office	None	5 Minutes	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I</i> (PCDO)  JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (PCDO)



	and have it signed			
3. Claim the signed clearance form at the receiving area of the PCDO.	3. Release signed clearance to the client.	None	3 Minutes	ROWENA T. BUENAVENTURA, <i>City Cooperative Officer I</i> (PCDO)  JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (PCDO)
<b>TOTAL:</b>		None	10 Minutes	

### 17. E-mail Creation (@pasay.gov.ph)

The Information and Communications Technology Office manages and creates official e-mail addresses (@pasay.gov.ph) for the City Government Departments/Offices, which is strictly for official businesses use only.

<b>Office or Division:</b>	Information & Communications Technology Office (ICTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Departments/Offices of Pasay City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requesting department/office		
Duly Accomplished request form: (1 original)		ICTO		
<ul style="list-style-type: none"> <li>- Request Form</li> <li>- Information of the request and signature of the requestee</li> </ul>		Requesting department/office		
Internet connection		ICTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS <i>Data Controller II/ Front Desk Officer</i> (ICTO)



2. Wait for the processing of the said request by the ICTO.	2. Process the request by creating the email address (@pasay.gov.ph) for the requesting department/office.	None	2 Minutes	ROBERTO M. VILLALUNA Senior Administrative Assistant I/Web Administrator (ICTO)
3. Fill out and sign the monitoring form from the ICTO re: said request.	3. Install and set-up the created email address on the end user's computer.	None	2 Minutes	ROBERTO M. VILLALUNA Senior Administrative Assistant I/Web Administrator (ICTO)
<b>TOTAL:</b>		None	5 Minutes	

### 18. Event Documentation (video/photo/news coverage) of the Different Activities in the City particularly those Involving the City Chief Executive

City Government Departments/Offices may request for documentation of their events from the Public Information Office.

<b>Office or Division:</b>	Public Information Office (PIO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Government Departments/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original)		Concerned Department/Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter requesting for event documentation to the PIO.  1.1. Specify therein the kind of documentation: whether if it's video, or photo, or news coverage.	1. Check if the scheduled activity will not conflict with the other scheduled activities of the City Mayor.  1.1. Verify the availability of PIO personnel	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)
		None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)





	<p>who will attend the documentation and equipment that will be used for the said activity.</p> <p>1.2. Order the coverage to PIO personnel for the preparation of activity report and documentation after the activity.</p>	None	5 Minutes	<p>ATTY. PETER M. MANZANO  <i>City Administrator (CAdminO)</i></p>
<b>TOTAL:</b>		None		

## 19. Events Risk Management Coordination

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management coordination to ensure safe and organized events within City limits.

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government	
<b>Who may avail:</b>	Event Organizers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request Letter for Coordination Meeting (1 original)	Event Organizer	
Final Safety and Security Plan (1 original)	Event Organizer	
Attendance of the Coordination Meeting with Attached Pictures of the Meeting (1 original)	Event Organizer	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit request letter to the assigned personnel of the PCDRRMO.</p>	<p>1. Receive and check the complete details of submitted request letter:</p> <p>b. Name of the letter signatory with contact number, title of the event, place/venue, date and time of the coordination meeting.</p> <p>1.1 Schedule the coordination meeting.</p> <p>1.1.1 Advise the event organizer to attend the scheduled date, time and place of the coordination meeting.</p>	<p>None</p>	<p>8 Minutes</p>	<p>MARY GRACE B. BERIN, RN <i>Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)</i></p>
<p>2. Return to the PCDRRMO for the submission of coordination meeting report.</p> <p>2.1 Present the safety and security plan together with attendance sheet with attached pictures of the meeting to the assigned</p>	<p>2. Review the presented plan and prepare the minutes of the meeting.</p> <p>2.1 Ensure that the plan is aligned with the protocols and policies of the City Government and events venue; If not, recommend for</p>	<p>None</p>	<p>1 Day</p>	<p>MARLON L. LOPEZ, RN <i>Local Disaster Risk Reduction Management Officer III/Chief (Operations and Warning Division, PCDRRMO)</i></p> <p>MA. CRISTINA A. LUMDANG <i>Nursing Attendant II/Events Risk Management Coordinator (Operations and</i></p>



<p>personnel of PCDRRMO.</p>	<p>revision.</p> <p>2.2 Ensure that the plans reflect the outputs, arrangements and agreements of the coordination meeting.</p> <p>2.3 If no noted revision, document may be acknowledged and be stamped as "RECEIVED".</p>			<p>Warning Division, PCDRRMO)</p>
<p>3. Submit the finalized Safety and Security Plan and other necessary documents to the assigned personnel of PCDRRMO.</p>	<p>3. Receive and check the veracity and completeness of submitted documents, to wit:</p> <p>a. Final Safety and Security Plan; and</p> <p>b. Minutes of the Coordination Meeting with attached attendance sheet and pictures.</p> <p>3.1 Acknowledge receipt of documents by stamping</p>	<p>None</p>	<p>8 Minutes</p>	<p>MARY GRACE B. BERIN  <i>Administrative Officer II/Administrative Services, In-Charge</i>          (Administrative and Training Division, PCDRRMO)</p>



	"RECEIVED" thereof.			
<b>TOTAL:</b>		None	1 Day and 16 Minutes	

Note: Duration of the Coordination Meeting varies on the type of the event

## 20. Events Risk Management Deployment

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management deployment to ensure safe and organized events within City limits.

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Event Organizer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter for Event Deployment (1 original)		Event Organizer		
Final Safety and Security Plan (1 original)		Event Organizer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the assigned personnel of the PCDRRMO.  308 Pasay City Hall, F. B. Harrison St., Pasay City	1. Receive and check the completeness of submitted request letter.  1.1 Check the name/title, place/venue, date and time of the event and estimated crowd of attendees  1.2 Forward the submitted documents to the personnel of Operations and Warning Division	None	8 Minutes	MARY GRACE B. BERIN, RN <i>Administrative Officer II/Administrative Services In-Charge</i> (Administrative and Training Division, PCDRRMO)



	of the PCDRRMO.			
2. Wait for the approval of request and preparation of deployment of PCDRRMO.	<p>2. Process the request and prepare necessary requirements.</p> <p>2.1 Ensure availability of resources (manpower and vehicles).</p> <p>2.2 Prepare the deployment forms with the approval of Department Head.</p> <p>2.3 Inform the team/s on their scheduled deployment.</p>	None	4 Hours	<p>MARLON L. LOPEZ, RN <i>Local Disaster Risk Reduction Management Officer III/Chief</i> (Operations and Warning Division, PCDRRMO)</p> <p>MA. CRISTINA A. LUMDANG <i>Nursing Attendant II/ Events Risk Management Coordinator</i> (Operations and Warning Division, PCDRRMO)</p>
3. Acknowledge the presence of the deployed team from the PCDRRMO.	<p>3. Perform the following procedures:</p> <p>3.1 Ensure completeness of deployment forms prior dispatch.</p> <p>3.2 Check-in resources to the Event Organizers.</p> <p>3.3 Ensure availability of emergency medical supplies</p>	None	Event Duration (varies depend on the type of event)	<p><i>Team Leader</i> (Operations and Warning Division PCDRRMO)</p> <p><i>Responders/ Deployed Personnel</i>  (Operations and Warning Division PCDRRMO)</p>



	<p>and equipment, when needed.</p> <p>3.4 Anticipate to respond to any untoward incident which might require the services of the Office.</p>			
<p>4. Coordinate with the Team Leader of the deployed team/s for the demobilization of the emergency response team/s.</p> <p>4.1 Sign the deployment forms prior the emergency response team's demobilization.</p>	<p>4. Demobilize emergency response team/s.</p> <p>4.1 Accomplish the After Activity Report.</p> <p>4.2 Ensure deployment forms are signed by the event organizers prior demobilization.</p> <p>4.3 Submit the accomplished after activity report with the deployment forms to the Events Risk Management Officer.</p>	None	8 Minutes	<p><i>Team Leader</i> (Operations and Warning Division, PCDRMO)</p>
<b>TOTAL:</b>		None	4 Hours and 16 Minutes (excluding event duration)	

Note: *Duration of the event varies on the type of the event*





3. Wait for inclusion in the Agenda of SP's Regular Session for approval.	3. Approve if there is no penalty or restriction involved on the submitted Barangay Ordinance or Resolution.	None	5 Working Days	DR. VOLTAIRE F. PORTUGUEZ <i>City Government Department Head II (Office of the Secretary to the SP)</i>  <i>Members of the Sangguniang Panlungsod</i>
<b>TOTAL:</b>		None	10 Working Days, and 5 Minutes	

**NOTE:**

*\*Regular Session conducted once a week.*

## 22. Filing of Leave Applications (For 11 or More Applications)

City Government employees are entitled to vacation and sick leave. Employees accumulate 1.25 leave credits each for vacation and sick leave every month. Actual leave applications are deducted from these leave credits. For sick leave, the application must be filed immediately after the employee returns to work. Leave applications are being processed at the Human Resource Management and Development Office.

<b>Office or Division:</b>		Human Resource Management and Development Office (HRMDO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		Employee/s of the City Government, Liaison Officer/s		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pre-Accomplished leave application form/s (2 original for each applicant)		Concerned Department or Office		
Leave Application/s Transmittal Form or Endorsement (1 original)		Concerned Department or Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the endorsement together with the leave application/s to the Frontline Service Section of the	1. Receive and record the endorsed leave application/s.	None	7 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I (HRMDO)</i>  SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI (HRMDO)</i>





HRMDO.				<p>FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)</p> <p>LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)</p>
2. Wait for the leave application/s to be processed by the HRMDO Attendance and Leave Monitoring Section.	2. Process the leave application/s.	None	1 Hour	<p>ISAH GRACE B. CABRERA <i>Administrative Officer II</i> (HRMDO)</p> <p>KATHERINE D. COSTALES <i>Senior Administrative Assistant II</i> (HRMDO)</p> <p>BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)</p> <p>SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)</p> <p>FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)</p> <p>MICHAEL M. SANTIAGO <i>Administrative Aide I</i> (HRMDO)</p>
	2.1 Certify the leave credits of employee/s based on leave record/s. For leave applications exceeding 15 days and	None	25 Minutes	<p>ATTY. MAVERICK S. SEVILLA <i>City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days</i> (HRMDO)</p> <p>RODELYN O. CALAPATI</p>



	<p>foreign travel, prepare endorsement and routing slip and forward to City Administrator's Office.</p> <p>2.2 Recommend action on the leave application/s and sign thereto.</p> <p>2.3 Act on and sign the leave application/s.</p>	<p>None</p> <p>None</p>	<p>1 Day and 4 Hours</p> <p>25 Minutes</p>	<p><i>Administrative Officer V (HRMDO)</i></p> <p>FLEUR MAE B. FLORIDA <i>Administrative Officer II (HRMDO)</i></p> <p><i>Concerned Department Head/Head of Office/Officer-in-Charge (Concerned Departments/Offices)</i></p> <p>ATTY. MAVERICK S. SEVILLA <i>City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO)</i></p> <p>or</p> <p>ATTY. PETER M. MANZANO <i>City Administrator/ Approving Authority for Leave Applications exceeding 15 days, and leave applications of Department Heads/Heads of Offices (City Administrator's Office)</i></p> <p>or</p> <p>HON. IMELDA CALIXTO RUBIANO <i>City Mayor Approving Authority for</i></p>
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				<i>Foreign Travel Leave Applications</i>
3. Claim the acted leave application/s from the Frontline Service Section of the HRMDO.	3. Issue the acted and signed leave application/s to the client.	None	7 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)  SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)  FE M. PANTOJA, <i>Administrative Aide I</i> (HRMDO)  LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)
<b>TOTAL:</b>		None	1 Day, 6 Hours and 4 Minutes	

### 23. Filing of Leave Application/s (For 1-10 Applications)

City Government employees are entitled to vacation and sick leave. Employees accumulate 1.25 leave credits each for vacation and sick leave every month. Actual leave applications are deducted from these leave credits. For sick leave, the application must be filed immediately after the employee returns to work. Leave applications are being processed at the Human Resource Management and Development Office.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G- Government to Government	
<b>Who may avail:</b>	Employee/s of the City Government, Liaison Officer/s	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Single Application:</b>		
Duly accomplished request slip:		
- Request Slip		HRMDO
- Information to be indicated in the Request Slip		Applicant (Employee who intends to file leave application/s)
<b>Applications delivered by Liaison Officer:</b>		
Pre-Accomplished leave application form/s (2 original for each applicant)		Concerned Department or Office
Leave Application/s Transmittal Form or		Concerned Department or Office



Endorsement (1 original)		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS	AGENCY ACTIONS			
<p>1. Secure and accomplish the request slip at the transaction window of the HRMDO</p> <p>or</p> <p>Submit the endorsement together with the leave application/s to the Frontline Service Section of the HRMDO.</p>	<p>1. Receive and record the leave request or the endorsed leave application/s.</p>	None	5 Minutes	<p>BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)</p> <p>SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)</p> <p>FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)</p> <p>LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)</p>
<p>2. Wait for the leave application/s to be processed by the HRMDO Attendance and Leave Monitoring Section.</p>	<p>2. Process the leave application/s.</p>	None	20 Minutes	<p>ISAH GRACE B. CABRERA <i>Administrative Officer II</i> (HRMDO)</p> <p>KATHERINE D. COSTALES <i>Senior Administrative Assistant II</i> (HRMDO)</p> <p>BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)</p> <p>SUSAN D.C. SAN MIGUEL <i>Administrative Aide IV</i> (HRMDO)</p> <p>FE M. PANTOJA <i>Administrative Aide I</i></p>



	<p>2.1 Certify the leave credits of employee/s based on leave record/s. For leave applications exceeding 15 days and foreign travel, prepare endorsement and routing slip and forward to City Administrator's Office.</p>	None	15 Minutes	<p>(HRMDO)</p> <p>MICHAEL M. SANTIAGO <i>Administrative Aide I</i> (HRMDO)</p> <p>ATTY. MAVERICK S. SEVILLA <i>City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days</i> (HRMDO)</p> <p>RODELYN O. CALAPATI <i>Administrative Officer V</i> (HRMDO)</p> <p>FLEUR MAE B. FLORIDA <i>Administrative Officer II</i> (HRMDO)</p>
	<p>2.2 Recommend action on the leave application/s and sign thereto.</p>	None	7 hours	<p><i>Concerned Department Head/Head of Office/Officer-in-Charge</i> (Concerned Departments/Offices)</p>
	<p>2.3 Act on and sign the leave application/s.</p>	None	15 Minutes	<p>ATTY. MAVERICK S. SEVILLA <i>City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days</i> (HRMDO)</p> <p>or</p> <p>ATTY. PETER M. MANZANO <i>City Administrator/</i></p>



				<p><i>Approving Authority for Leave Applications exceeding 15 days, and leave applications of Department Heads/Heads of Offices (City Administrator's Office)</i></p> <p>or</p> <p>HON. IMELDA CALIXTO RUBIANO City Mayor <i>Approving Authority for Foreign Travel Leave Applications</i></p>
3. Claim the acted leave application/s from the Frontline Service Section of the HRMDO.	3. Issue the acted and signed leave application/s to the client.	None	5 Minutes	<p>BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I (HRMDO)</i></p> <p>SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI (HRMDO)</i></p> <p>FE M. PANTOJA <i>Administrative Aide I (HRMDO)</i></p> <p>LANI R. IMPERIAL <i>Administrative Aide I (HRMDO)</i></p>
<b>TOTAL:</b>		None	1 Day	

## 24. Information Dissemination

The Liga ng mga Barangay (LIGA) Office disseminates information which affects all barangays for their immediate attention and concerns using electronic or other means.

<b>Office or Division:</b>	Liga ng mga Barangay (LIGA) Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Public Information Officers of City Mayor's Office, DILG Pasay City Field Office, Pasay City Barangay Bureau (PCBB) and Barangays of the City of Pasay



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay-related memorandum (1 original)		City Mayor's Office, DILG, PCBB, Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit barangay-related memorandum at the Receiving Section of Liga ng mga Barangay (LIGA) Office	1. Acknowledge the submission of barangay-related memorandum and return receiving copy to client	None	5 Minutes	ANTONETTE M. EMATA <i>Administrative Aide I</i> (LIGA Office)
2. Get the receiving copy of the memorandum at the Liga ng mga Barangay (LIGA) Office and sign the logbook upon receipt thereof	2. Disseminate memorandum to concerned barangay/s and keep a copy for file reference	None	1 Day	ANTONETTE M. EMATA <i>Administrative Aide I</i> (LIGA Office)
<b>TOTAL:</b>		None	1 Day, 5 Minutes	

## 25. Inspection of Deliveries

General Services Office takes charge in the inspection of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office (GSO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request for Inspection (1 original)		Requesting Department/Office	
Obligation Request (1 original)		Requesting Department/Office	
Waste Materials Report (If project is		Requesting Department/Office	



Repair) ( 1original)				
Certificate of Satisfactory Performance (for Services) (2 original)		Requesting Department/Office		
Property Acknowledgement Receipt (PAR) (for equipment) (1 photocopy)		Requesting Department/Office		
Requisition and Issue Slip (RIS)/Inventory Custodian Slip (ICS) (1 original)		Requesting Department/Office		
Post-Activity Report/Attendance/Pictures (1 original)		Requesting Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to GSO.	1. Conduct inspection through physical counting and/or testing of the delivered items and verification of the relative documents.	None	2 Days	ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV/Property Inspector (GSO)</i>
			15 Minutes	EVELYN G. ALEGRE <i>Administrative Officer III /Property Inspector (GSO)</i>
	5 Minutes		JEANNE A. MASOLA <i>Administrative Officer III /Property Inspector (GSO)</i>	
			ARBIE B. SABULAO <i>Officer-in-Charge (GSO)</i>	
	1.1 Prepare the Report of Inspection.			
	1.2 Approve the Report of Inspection.			
<b>TOTAL:</b>		None	2 Days and 20 Minutes	

## 26. Issuance of Certification of No Pending Administrative Case

Securing Certification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for bank loans, separation benefits and other related purposes.

<b>Office or Division:</b>	City Legal Office (CLO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Employees of the City Government who are applying for bank loans, separation benefits and other related purposes.





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form (1 original) - Request Form - Details to be indicated in the form		City Legal Office Requesting Party		
Duly accomplished Clearance Form (1 photocopy) - Clearance Form - Details to be indicated in the form		City Legal Office Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished request form to the Receiving/ Releasing Staff of the CLO.	1. Receive and check the completeness of request form and the submitted requirements.	None	2 Minutes	MARVIE B. CHENG <i>Administrative Aide I</i> (CLO)  MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)
2. Wait for the order of payment to be issued at the CLO.	2. Verify if the requesting party is included in the lists of employees with pending administrative case, then issue order of payment.	None	5 Minutes	MITZIE T. ALVARADO <i>Administrative Aide VI</i> (CLO)  GEOVANI S. DE LA TORRE <i>Administrative Aide IV</i> (CLO)  MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i>



				(CLO)
3. Pay the required fee to the City Treasurer's Office (CTO)	3. Receive payment and issue Official Receipt (OR) to the client.	PHP 100	5 Minutes	<i>Teller</i> (CTO)
4. Submit the OR to Frontline Service Section of CLO.	4. Check the OR and prepare the requested Certification.  4.1 Review, check and sign the prepared certification.	None	8 Minutes	MITZIE T. ALVARADO <i>Administrative Aide VI</i> (CLO)  GEOVANI S. DE LA TORRE <i>Administrative Aide IV</i> (CLO)  ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II</i> (CLO)
5. Claim the requested certification at the CLO.	5. Release the certification to the requesting party then keep the receiving copy for future file/reference.	None	5 Minutes	MARVIE B. CHENG <i>Administrative Aide I</i> (CLO)  MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)
<b>TOTAL:</b>		PHP 100	25 Minutes	

## 27. Issuance of Certified True Copy of BIR Form 2316 (Certificate of Compensation Payment /Tax Withheld for Compensation Payment With or Without Tax Withheld)

Securing Certified True Copy of BIR Form 2316 from the City Accounting Office.

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing & Remittances Section
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Pasay City Government Employees (including JO personnel)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form		CAcctgO Requester		
Tax Identification Number (TIN)		Bureau of Internal Revenue (BIR)		
Community Tax Certificate (1 photocopy)		City Treasurer's Office (CTO)		
<b>Representative</b>				
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form		CAcctgO Person Represented (Requester/Document Owner)		
Authorization letter or letter request (1 original)		Person Represented (Requester/Document Owner)		
Any government ID card of the person represented (Requester/Document Owner) (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any government ID card of the Representative (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Tax Identification Number (TIN) of the person represented (Requester/Document Owner)		BIR		
Community Tax Certificate of the person represented (Requester/Document Owner) (1 photocopy)		CTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving	1. Process the Certified True Copy (CTC) of BIR form 2316.  1.1 Retrieve, Photocopy and Stamp CTC on the	None	6 Minutes	JEANNETTE A. CASTILLANO <i>Administrative Assistant IV</i> (CAcctgO)



Section.	previously issued BIR Form 2316.  1.2 Sign the CTC stamped portion.		2 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV (CAcctgO)</i>
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the CTC of BIR Form 2316 to the client.	None	2 Minutes	JEANNETTE A. CASTILLANO <i>Administrative Assistant IV (CAcctgO)</i>
<b>TOTAL:</b>		None	10 Minutes	

## 28. Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and Other Personnel Records

Current and former employees of the City Government may file request to the Human Resource Management and Development Office for copies of their service records, certificates of employment and other personnel records.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Current and Former Employees of the City Government
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>Principal</b>	
Request Slip	HRMDO
<b>Representative</b>	
Authorization Letter (1 photocopy)	Person Represented (Principal/Document Owner)
Any Government Issued Identification Card of the person represented (1 photocopy)	PCG-HRMDO (for active employees), BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Government Issued Identification Card of the Representative (1 photocopy)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



Request Slip		HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip, and once finished, submit it to the HRMDO Frontline Service Section.	1. Receive the accomplished request slip, and issue order of payment.	None	3 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)  SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)  FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)  LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)
2. Proceed to the City Treasurer's Office (CTO) and pay the necessary fee.	2. Issue Official Receipt (OR) to the client based on the submitted order of payment.	PHP 40	5 Minutes	TELLER, (CTO)
3. Present the OR to the Frontline Service Personnel of the HRMDO.	3. Process the requested document.	None	15 Minutes	<i>For SR/CE/CEC/Preparation:</i>  MATHEW T. DEL ROSARIO <i>Senior Administrative Assistant II</i> (HRMDO)  ROSHELLE O. JAVIER <i>Administrative Assistant II</i> (HRMDO)  <i>For Personnel Records Certification</i>



				<p><i>Preparation:</i></p> <p>ILUMINADA R. ANY <i>Senior Administrative Assistant VI (HRMDO)</i></p> <p>MARLON H. MANALO <i>Administrative Assistant V (HRMDO)</i></p> <p>ROEL C. CASTRO <i>Administrative Assistant IV (HRMDO)</i></p> <p>ROMANO R. EUSEBIO <i>Administrative Assistant I (HRMDO)</i></p> <p>ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II, (HRMDO)</i></p>
	3.1 Sign the requested document.		5 Minutes	
4. Claim the requested document from the HRMDO Frontline Services Section	4. Issue the requested document to the client.	None	2 Minutes	<p>BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I (HRMDO)</i></p> <p>SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI (HRMDO)</i></p> <p>FE M. PANTOJA <i>Administrative Aide I (HRMDO)</i></p>



				LANI R. IMPERIAL Administrative Aide I (HRMDO)
<b>TOTAL:</b>		PHP 40	30 Minutes	

## 29. Issuance of Special Events Permit

Special events permit are required for (1) any planned activity which is conducted in whole or in part on public property or on public right-of-way or easement that involves the use of public property not in its normal and ordinary use, or (2) any activity in public or private property which may have an impact on city services, resources, neighborhoods, business; which would have a direct and significant impact on ordinary traffic congestion or traffic flow to and from the event over public streets or right-of-way near the event; or which would significantly affect the need of city-provided emergency services such as police, fire safety, or medical aid.

The City Government reserves the right to determine if an application for a special permit should be granted.

<b>Office or Division:</b>	City Administrator's Office (ADMIN) Operations Division - Permits and Clearance Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>	Event's Organizers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
Letter request from the Organizer prior to the event (1 original)	Organizer		
Valid government issued ID card (1 photocopy)	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO, COMELEC		
Certification of Lessor of Venue for the event (Event Certificate) (1 photocopy)	Venue		
Company Profile/List of Officers/ Certificate of SEC Registration of Organizer/Latest General Information Sheet of Organizer (1 photocopy)	Organizer		
PNP Security Plan with Contingency and Mass Casualty Plan (1 original)	Philippine National Police (PNP)		
Fire Clearance (1 photocopy)	Bureau of Fire Protection (BFP)		
Certification from Structural Engineer for the safety of stage set up (1 original)	Structural Engineer		
Permit (For Parades, Motorcades, Fun Runs, and the like) (1 photocopy) PRA permit (MOA area),	Philippine Reclamation Authority (PRA)		



CCP permit (CCP area), MMDA permit (Roxas Boulevard and National Highways) SM Mall of Asia permit		Cultural Center of the Philippines (CCP) Metro Manila Development Authority (MMDA) SM Mall of Asia (SM MOA)		
List of booth, exhibitors, and concessionaires (1 original)		Organizer		
Food concessionaires' business permit (1 photocopy)		Business Permit and Licensing Office (BPLO)		
<b>Representative</b>				
SPA or Secretary's Certificate (1 original copy)		Person Represented (Organizer)		
Valid government issued ID card of the organizer (1 photocopy)		Post Office, DFA, PSA, SSS, Pag-Ibig, LTO, COMELEC		
Valid government issued ID card of the representative (1 photocopy)		Post Office, DFA, PSA, SSS, Pag-Ibig, LTO, COMELEC		
Certification of Lessor of Venue for the event (Event Certificate) (1 photocopy)		Venue		
Company Profile/List of Officers/ Certificate of SEC Registration of Organizer/Latest General Information Sheet of Organizer (1 photocopy)		Organizer		
PNP Security Plan with Contingency and Mass Casualty Plan (1 original)		PNP		
Fire Clearance (1 photocopy)		BFP		
Certification from Structural Engineer for the safety of stage set up (1 original)		Structural Engineer		
Permit (For Parades, Motorcades, Fun Runs, and the like) (1 photocopy) PRA permit (MOA area), CCP permit (CCP area), MMDA permit (Roxas Boulevard and National Highways) SM Mall of Asia permit		Philippine Reclamation Authority (PRA) Cultural Center of the Philippines (CCP) Metro Manila Development Authority (MMDA)  SM Mall of Asia (SM MOA)		
List of booth, exhibitors, and concessionaires (1 original)		Organizer		
Food concessionaires' business permit (1 photocopy)		BPLO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for Special Event's permit, addressed to the City Mayor, together with all the necessary requirements to the	1. Receive and record the letter and set a schedule for coordination	None	2 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)





Permits and Clearances Section of the ADMIN.	meeting.			
2. Attend the Coordination Meeting with BFP, PNP, DRRM, and TPMO at the ADMIN, and facilitate ocular inspection of the venue.	2. Discuss requirements in compliance with the permit application.	None	30 Minutes	MICHAEL ANGELO R. RAMOS <i>Nurse I</i> (ADMIN)  BFP, PNP, DRRM, PTPMO, Events Coordinator and Venue Representatives
3. Submit complete documentary requirements to the ADMIN.	3. Issue Order of Payment.	None	3 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
4. Proceed to the City Treasurer's Office (CTO) for assessment and payment of the necessary fees.	4. Compute necessary fees and amusement tax and issue Official Receipt (OR) to the client.	<b>MP +GF + AT + RF + EF = N</b>  (Please refer to the schedule of fees below.)	5 Minutes	<i>Cashier</i> (CTO)
5. Present the OR as proof of payment, and secure the Special Events Permit from the ADMIN.	5. Issue the Special Events Permit to the client.	None	5 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
6. Claim the Mayor's Clearance from the Receiving Section of the ADMIN.	6. Release the approved and signed Permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA <i>Administrative Aide I</i> (ADMIN)
<b>TOTAL:</b>		<b>*MP +GF + AT + RF + EF = N</b>	47 Minutes	



**\*Legend:**

**MP** (Mayor's Permit) + **GF** (Garbage Fee) + **AT** (Amusement Tax) + **RF** (Rally/Parade Fee) + **EF** (Exhibitor's Fee) = **N** (Total Fees)

<b>Schedule of Regulatory Fees</b>	
•	Special Permit - PHP 3,000/Day
•	Garbage Fee - PHP 1,500/Day (indoor) - PHP 3,000/Day (outdoor)
•	Amusement Tax for Concert/Live Shows: Local and Foreign - 5% of the Gross Sales based on the ticket sales
•	Fun Run/Motorcade/ Parade/Rally and the like - PHP 6,000/day
•	Exhibitor's Fee - PHP 300/booth

### 30. Issuance of Travel Authority for Seminars and Trainings

The Office of the City Vice Mayor issues Travel Authority for Official Purpose for employees of the City Government departments/offices under the Legislative Department.

<b>Office or Division:</b>		Office of the City Vice Mayor (OCVM)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Employees of the Legislative Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Travel Authority for Seminars and Trainings:</b>				
<ul style="list-style-type: none"> <li>- Letter Request stating duration and destination (1 original)</li> <li>- Invitation to attend Seminar/Training (1 original)</li> </ul>		Concerned Employee  Learning Service Provider		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the Administrative Section of the OCVM for evaluation.	1. Evaluate the requirements and prepare the Travel Authority.  1.1 Forward the Travel Authority to the Vice Mayor for his	None  None	7 Hours 55 Minutes	MA. CELESTE D. ARGUELLES <i>Administrative Officer V</i> (OCVM)



	signature.			
2 Claim the approved Travel Authority from the OCVM.	2. Release the approved Travel Authority to the requesting party.	None	5 Minutes	ROMMEL M. TORRES <i>Administrative Aide I</i> (OCVM)  EDUARDO LUIS RAYMUNDO M. CASTRO <i>Administrative Aide I</i> (OCVM)
<b>TOTAL</b>		None	1 Day	

### 31. Maintenance of ICT Equipment (Hardware and Software)

The Information and Communications Technology Office serves as the service bureau in the maintenance of the I.T. Software and Hardware Equipment, such as virus removal, application software installation and maintenance of all automated systems, structured network cabling, hardware troubleshooting and preventive maintenance.

<b>Office or Division:</b>		Information & Communications Technology Office (ICTO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Departments/Offices of Pasay City Government		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter or  Duly Accomplished request form: <ul style="list-style-type: none"> <li>- Request Form (1 original)</li> <li>- Information of the request and signature of the requestee</li> </ul>		Requesting department/office  ICTO Requesting department/office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse the request letter or submit the duly accomplished request form to	1. Accept and acknowledge the request letter/form; and forward the same	None	1 Minute	CLAIRE S. SANTOS <i>Data Controller II/ Front Desk Officer</i> (ICTO)



the ICTO.	to the concerned ICTO personnel for appropriate action.			
2. Wait for the processing of the said request by the ICTO.	2. Assign personnel from the Technical Support Section to perform troubleshooting.	None	1 Minute	TERESITA T. ESPIRITU <i>Information Technology Officer I/ Administrative Support Section (ICTO)</i>
3. Follow-up the completion of processing of request.	3. Perform troubleshooting for hard/software problems by checking the condition of the IT equipment (like CPU, printer), addressing the network and internet problem, and automated systems error.	None	27 Minutes	FELIX M. AQUINO JR. <i>Administrative Assistant I /Technical Support Section (ICTO)</i>  or  <i>Other ICTO Technical Personnel/ Technical Support Section (ICTO)</i>
4. Fill out and sign the monitoring form from the ICTO re: said request.	4. Sign the monitoring form upon completion of task assignment pertaining to client's request.	None	1 Minute	FELIX M. AQUINO JR. <i>Administrative Assistant I /Technical Support Section (ICTO)</i>  or  <i>Other ICTO Technical Personnel/ Technical Support</i>



				Section (ICTO)
<b>TOTAL:</b>		None	30 Minutes	

### 32. Manpower Assistance during Special Events

The Public Order and Safety Unit provide manpower assistance during conduct special events, disaster or calamities.

<b>Office or Division:</b>		Public Order and Safety Unit (POSU)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government and G2C – Government to Citizen		
<b>Who may avail:</b>		All Pasay City Government Offices/Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved written request (1 photocopy)		City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved written request to POSU receiving section.	1. Receive the approved written request.	None	2 Minutes	ROWENA P. CANLAS <i>Administrative Aide IV</i> (POSU)  SAMARITA B. MARIANO <i>Security Guard I</i> (POSU)
2. Discuss with the assigned POSU personnel the details of request such as manpower assistance needed in the conduct special events, disaster or calamities.	2. Note the details of request and confirm the extension of manpower assistance.  2.1 Meet the POSU Security Team for their deployment after providing instructions on their task assignment/s.	None	58 Minutes	ROBERTO A. GONZAGA <i>Security Agent II</i> (POSU Operations Team/Task Force)  NOEL M. SAURA <i>Security Officer II/ Officer-in-Charge</i> (POSU)
<b>TOTAL:</b>		None	1 Hour	



### 33. Network Access for Pasay Domain (With or Without Internet)

The Information and Communications Technology Office provides network access for Pasay Domain (with or without internet) for City Government departments/offices.

<b>Office or Division:</b>	Information & Communications Technology Office (ICTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Departments/Offices of Pasay City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter or  Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee		Requesting department/office  ICTO Requesting department/office		
Local Area Network		ICTO		
UTP cable (length depends on the location of the PC from the patch panel)		Requesting department/office		
RJ45 connector (2 pieces per cable)		Requesting department/office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS <i>Data Controller II/ Front Desk Officer</i> (ICTO)
2. Wait for the processing of the said request by the ICTO.	2. Process the request by creating network user account for Pasay Domain (with/without internet) for the	None	3 Minutes	JULIUS V. GARACHICO <i>Computer Programmer III/ Network Administrator</i> (ICTO)



	requesting department/ office.			
3. Follow-up status of your request at the ICTO.	3. Inform the contact person from the concerned office/ department of the action taken with regard to the said request.	None	1 Minute	JULIUS V. GARACHICO Computer Programmer III/ Network Administrator (ICTO)
<b>TOTAL:</b>		None	3 Minutes	

### 34. Payment of Community Tax Certificate (CTC)

Individuals who are residents of Pasay City should pay at the City Treasurer's Office the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area.

<b>Office or Division:</b>	City Treasurer's Office (CTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	18 Years Old & above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Community Tax Certificate Form: - Community Certificate Tax Form - Details of the Form		CTO Client who is 18 years old and above		
Government issued Identification Card (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished CTC form to the assigned teller at the CTO payment counter, and pay	1. Collect payment and issue Community Tax Certificate (CTC).	<i>Please refer to the computation below</i>	5 Minutes	<i>Business Tax Tellers 5-12 (CTO)</i>



the fees due.				
<b>TOTAL:</b>			5 Minutes	

DATE OF ISSUANCE	CEDULA (CTC) UNEMPLOYED
JANUARY	PHP 20.00
FEBRUARY	PHP 20.00
MARCH	PHP 21.20
APRIL	PHP 21.60
MAY	PHP 22.00
JUNE	PHP 22.40
JULY	PHP 22.80
AUGUST	PHP 23.20
SEPTEMBER	PHP 23.60
OCTOBER	PHP 24.00
NOVEMBER	PHP 24.40
DECEMBER	PHP 24.80

**COMMUNITY TAX CERTIFICATE (EMPLOYED)** – Annual basic tax of PHP 5.00 plus PHP 1.00 for every PHP 1,000.00, but in no case shall the additional tax exceed PHP 5,000.00

**COMMUNITY TAX CERTIFICATE (CORPORATION)** – Annual community tax of PHP 500.00 and annual additional tax of PHP 2.00 for every PHP 5,000.00 of gross receipts or earnings. Additional community tax shall not exceed PHP 10,000.00.

### 35. Payment of Occupational/Professional Tax Receipt

Individuals who are exercising their profession within the jurisdictional area of Pasay City should pay at the City Treasurer’s Office the necessary dues arising therefrom.

<b>Office or Division:</b>	City Treasurer’s Office (CTO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government,





		G2B – Government to Business		
<b>Who may avail:</b>		All Licensed Professionals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
New:				
Professional License (1 Original)		Professional Regulation Commission (PRC)/ Integrated Bar of the Philippines (IBP)		
Renewal:				
Previously issued official receipt (1 Original)		Licensed Professional		
Professional License (Original)		Professional Regulation Commission (PRC)/ Integrated Bar of the Philippines (IBP)		
<b>TAXPAYER STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Professional License and previously issued official receipt for the prior year to the assigned teller at the CTO payment counter, and pay the fees due.	1. Issue Occupational/ Professional Tax Receipt to the taxpayer.	<i>Please refer to the table of fees below</i>	5 Minutes	<i>Business Tax Tellers 5-12 (CTO)</i>
<b>TOTAL:</b>			5 Minutes	

DATE OF ISSUANCE	OCCUPATIONAL TAX (PTR)
JANUARY	PHP 300.00
FEBRUARY	PHP 390.00
MARCH	PHP 397.50
APRIL	PHP 405.00
MAY	PHP 412.50
JUNE	PHP 420.00
JULY	PHP 427.50



<b>AUGUST</b>	<b>PHP 435.00</b>
<b>SEPTEMBER</b>	<b>PHP 442.50</b>
<b>OCTOBER</b>	<b>PHP 450.00</b>
<b>NOVEMBER</b>	<b>PHP 457.50</b>
<b>DECEMBER</b>	<b>PHP 465.00</b>

### 36. Payroll Transactions

City Accounting Office process/checks supporting documents for payroll transactions.

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Pre-Audit Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Pasay City Government Departments/Offices & related National Government Agencies (NGAs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payroll Sheets (1 original)		Human Resource Management and Development Office (HRMDO)		
Obligation Request (1 original)		City Budget Office (CBO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the City Accounting Office-Receiving Section.	1. Check the completeness of submitted requirements; stamp “received” thereof; and record it on the logbook.	None	2 Minutes	MARIA REMEDIOS L. GARDINER <i>Administrative Aide II/ Pre-Audit Staff (CAcctgO)</i>
2. Wait for the submitted documents to be completely processed by the City Accounting Office.	2. Process/check supporting documents of payroll transactions:  2.1 Check the accuracy of the amount claimed;	None	25 Minutes/per payroll  <i>*(please take note of your queuing number for estimated time of documents processing)</i>	GLADYS A. PONTILLAS <i>Administrative Assistant II/Pre-Audit Staff (CAcctgO)</i>  or  STEPHEN M. SAMSON <i>Administrative Aide IV/ Pre-Audit Staff (CAcctgO)</i>



	<p>2.2 Review the payroll sheet/documents;</p> <p>2.3 Sign the payroll sheet/documents; and</p>			<p>RONALD T. DE CASTRO <i>Administrative Officer V/Pre-Audit Officer (CAcctgO)</i></p> <p>FULGENCIO M. DARUNDAY, CPA <i>OIC-Management and Audit Analyst V (CAcctgO)</i></p>
<p>3. Follow up status of your submitted documents at the City Accounting Office.</p>	<p>3. Forward the payroll sheets/ documents to:</p> <p>a. For Offices under Legislative Department – Office of the Vice Mayor</p> <p>b. For Offices under Executive Department – City Administrator’s Office.</p> <p>3.1 Advise the client that the submitted documents have been processed/ checked and forwarded to the office the concerned authority.</p>			<p>MARIA REMEDIOS L. GARDINER <i>Administrative Aide II/ Pre-Audit Staff (CAcctgO)</i></p>
<b>TOTAL:</b>		None	27 Minutes	

*Note: All Disbursement Vouchers (DV’s) which lack the necessary supporting documents will be returned immediately to the bearer or to the concerned office by the Pre-Audit Section of the CAcctgO.*



### 37. Philippines Veterans Bank Loan Applications

The Human Resource Management and Development Office evaluates and processes the documentary requirements submitted by Permanent Employees for Veterans Bank Loan Applications.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G- Government to Government		
<b>Who may avail:</b>	Permanent Employees of the City Government who would like to apply for Veterans Bank Loan Applications		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Duly Accomplished Salary Loan Application Forms and Account Opening Forms (1 original)			
Forms Details to be indicated		HRMDO Borrower (Employee)	
Promissory Note (3 photocopies of Disclosure Statement)		HRMDO	
Duly Accomplished and Notarized Deed of Assignment of Wages and Benefits (1 original)		HRMDO	
Customer Information File (1 original)		HRMDO	
PhP1,000.00 maintaining/initial deposit for opening of savings account		Borrower (Employee)	
Signed letter from the borrower requesting to hold his/her savings account no. with the amount of PhP 1,000.00 only.		Borrower (Employee)	
Latest Payslips for the last 3 months signed by HR Personnel (1 original, 2 photocopies)		HRMDO	
Latest Income Tax Return of BIR Form 2316 (1 original)		City Accounting Office (CAcctgO)	
Cedula (1 photocopy)		City Treasurer's Office (CTO)	
Any valid/Government Issued Identification Card (2 original, 2 photocopies with 3 specimen signatures)		PCG-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Certificate of Employment with Compensation (1 original)		HRMDO	
Slip re: Existing Leave Credits (1 original)		HRMDO	
Service Record (1 original)		HRMDO	
Fiscal Clearance (1 original)		City Prosecutor's Office (CPO)	



Legal Clearance (1 original)		City Legal Office (CLO)		
1x1 picture (4 pieces)		Borrower (Employee)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to the HRMDO Frontline Service Section.	1. Evaluate the completeness of the submitted documents.	None	5 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)  SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)  FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)  LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)
2. Wait for the processing of the documents regarding your loan application.	2. Process the documents regarding the loan application.	None	10 Minutes	KESCIA ANN A. LAURETA <i>Administrative Officer IV,</i> (HRMD, HRMDO)
	2.1 Sign the loan application form.	None	10 Minutes	ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II,</i> (HRMDO)
3. Claim your processed documents from the HRMDO.	3. Briefly orient the borrower on the procedures that will be undertaken in the processing of his/her loan application by the Philippine Veteran's Bank (PVB).	None	5 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)  SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)



	3.1 Release the processed documents to the borrower and advise him/her to submit the same to the PVB-Pasay Branch for the completion of action with regard to his/her loan application.			FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)  LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)
<b>TOTAL:</b>		None	30 Minutes	

### 38. Processing and Checking of Disbursement Vouchers & Liquidation Reports

Processing and checking of supporting documents attached to the disbursement vouchers (DVs) and liquidation reports (LRs) of various City Government transactions.

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Pre-Audit Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Pasay City Government Offices & related National Government Agencies (NGAs)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>FOR INFRASTRUCTURE ASSETS</b>	
<b>Mobilization / 1<sup>st</sup> Partial Payment</b>	
Obligation Request (1 original)	City Budget Office (CBO)
Billing Statement/Request for Payment (1 original)	Supplier/contractor
Guarantee Bond for mobilization amount (1 original)	Supplier/Contractor
Pictures – before the construction (1 original)	Implementing Department/Office
Promissory Note (for projects under bank loan) (1 original)	City Administrator’s Office (ADMIN)/City Mayor’s Office (CMO)
Computation of loan amount released (for projects under bank loan) (1 original)	Bank
Index of Payments (1 copy)	CAcctgO
Notice to Proceed (1 original)	Bids and Awards Committee (BAC)



Construction Agreement (signed by witnesses) (1 original)	BAC
Performance Bond and OR (Cash – 5% / Bank Guarantee – 10% / Surety Bond – 30% of CP) (1 original)	Supplier/Contractor
Bidder's bond of competing contractor and OR (1 original)	Supplier/Contractor
Notice of Award by the CM (1 original)	BAC
BAC Resolution recommending the award to a certain bidder (1 original)	BAC
Abstract of Bids (1 original)	BAC
BID proposal and detailed cost estimate (1 original)	Supplier/Contractor
Financial Evaluation/Post-Qualification Report – (1 certified true copy) (1 original)	BAC
Bidders Bond and OR/BID – securing declaration – winning bidder (1 original)	Supplier/Contractor
Eligibility documents (1 original)	Competing Bidders
Program of Work and Detailed Estimates - Cash Flow (1 original) - Detailed ABC / agency cost estimate (1 original)	General Services Office (GSO) Supplier/Contractor City Engineering Office (CEO)/Office of the Building Official (OBO)
Construction Schedule and S-curve (1 original)	CEO/OBO
Copy of the approved PERT/CPM Network (1 original)	CEO/OBO
Diagram and detailed computations of contract time (1 original)	CEO/OBO
Approved Plan and Drawing (1 blueprint copy)	CEO/OBO
Invitation to Bid and PhilGEPS Posting – (1 certified true copy)	BAC
Approved Budget for the Contract (ABC) (1 original)	Implementing Department/Office
Agency Cost Estimate (1 original)	CEO/OBO
Certification that the project is included in the AIP (CPDO) (1 original)	City Planning and Development Office (CPDO)
Certification of fund availability (CTO) (1 original)	City Treasurer's Office (CTO)
Certification from the City Engineering Office that the project has not yet started (1 original)	CEO
Tarpaulin Signboard (1 printed photo)	Implementing Department/Office



Annual Procurement Plan (APP) or Supplemental APP (1 certified copy)	Implementing Department/Office
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC
<b>Progress Billing (Additional Documentary Requirements)</b>	
Statement of Work Accomplishment/Progress Billing (1 original)	Contractor/Supplier
Inspection Report by the Agency's Authorized Engineer (1 original)	CEO
Request for Inspection (1 original)	Supplier/Contractor
Monthly Certificate of Payment (1 original)	CEO
Statement of Time Elapsed and Work Accomplished (1 original)	CEO
Pictures during the construction (1 original)	Contractor
Promissory Note (for projects under bank loan) – (1 photocopy)	CMO/ADMIN
Copy of previous paid billings (1 photocopy)	Supplier/Contractor
Contractors Affidavit on payment of laborers and materials (1 original)	Supplier/Contractor
Certificate of Completion (Final payment) (1 original)	CEO/OBO
<b>Variation Order/Change Order/Extra Work Order</b>	
Justification for the need of such Change Order or Extra Work Order by the procuring entity's representative/Project Engineer-Annex E 1.1.5a (1 original)	CEO/OBO
Report of findings and recommendation by technical staff of procuring entity- Annex E1.1.5c (1 original)	CEO/OBO
Approved Change Order or Extra Work Order - Annex E 1.1.5d (1 original)	CEO/OBO
<b>EVENTS/PROGRAMS/MEETINGS</b>	
<b>Cash Advance</b>	
Obligation Request (1 original)	CBO
Program Proposal with Budget (Approved by CM) (1 original)	Implementing Department/Office
Authority of accountable officer issued by	CMO





the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	
Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original)	CACctgO
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Invitation/Notice of meeting (1 original)	Implementing Department/Office
<b>Liquidation Report/Reimbursement</b>	
Liquidation report (1 original)	Implementing Department/Office
OR in case of refund of excess CA (1 original)	CTO
Summary of Expenses (1 original)	Implementing Department/Office
Certificate of Acceptance (1 original)	Implementing Department/Office
Original Billing Invoices/Official Receipts with Details (1 original)	Suppliers/Contractors
Canvass from at least 3 suppliers (1 copy each)	Suppliers/Contractors
Justification for Emergency Purchase (1 original)	Implementing Department/Office
Contract of Agreement – Notarized (1 original)	Implementing Department/Office
Affidavit of Undertaking/Certification on the Veracity of Expenses Made (1 original)	Implementing Department/Office
Certified Report on Actual Participants (1 original)	Implementing Department/Office
Post-Activity Report for training/conference/meeting (1 original)	Implementing Department/Office
Disbursement Voucher (1 original)	Implementing Department/Office
Obligation Request (OBR) (1 photocopy)	Implementing Department/Office
Authority to Cash Advance (1 photocopy)	Implementing Department/Office
Program Proposal (1 photocopy)	Implementing Department/Office
Other necessary documents to support claim of payment (1 original)	Implementing Department/Office or as maybe determined by the City Accounting Office
<b>COMMON CASH ADVANCES</b>	
<b>Cash Advance</b>	
Obligation Request (1 original)	CBO



Authority of accountable officer issued by the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	CMO
Certification the City Accountant that previous cash advance has been liquidated and accounted in the books (1 original)	CAcctgO
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Project Proposal (1 original)	Implementing Department/Office
<b>Liquidation Report/Reimbursement</b>	
Liquidation report (1 original)	Implementing Department/Office
Obligation Request (1 original)	CBO
Authority of accountable officer issued by the Head of the Agency (1 original)	CMO
Certification on the veracity of the expenses made (1 original)	Implementing Department/Office
Billing Invoice/Official Receipts of expenses being claimed (1 original)	Supplier/Contractor
Summary of expenses (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Other necessary documents to support claim of payment (1 original)	Implementing Department/Office or as maybe determined by the City Accounting Office
<b>CASH ADVANCE (HONORARIA)</b>	
Obligation Request (1 original)	CBO
Signed payroll sheet (1 original)	Implementing Department/Office
Minutes of meeting (1 original)	Implementing Department/Office
Attendance (meeting/training) (1 original)	Implementing Department/Office
Resume (1 original/e-mail printout)	Learning Service Provider or Resource Person/s
Program activity (1 original)	Implementing Department/Office
Invitation/Notice of meeting/memorandum of training (1 original/CTC)	Implementing Department/Office
Course syllabus/Program of lectures (training) (1 photocopy)	Learning Service Provider or Resource Person/s
Office Order for their designation with authority to collect honorarium (training) (1 original/CTC/photocopy)	Department/Office (for government employee) Learning Service Provider or Resource Person/s (for private individual, if applicable)
Copy of the Letter/Invitation to Guest	Implementing Department/Office



Resource Speaker/ Persons (as accepted/ conformed) (1 photocopy)	
Confirmation email (1 email printout)	Learning Service Provider or Resource Person/s
Agreement (for private individual/group), honoraria maybe paid at such rates as may be determined by the agency authorities concerned and by using the formula in DBM BC No.2007-001 as guides (1 original/CTC)	Implementing Department/Office
Certificate of Employment and Compensation (1 email printout/photocopy)	Learning Service Provider or Resource Person/s (for private individual)
<b>SUPPLIES/MATERIALS/EQUIPMENT (thru Public Bidding/Shopping)</b>	
Obligation Request (1 original)	Implementing Department/Office approved by GSO
Request for Pre-Repair Inspection (1 original)	Implementing Department/Office approved by GSO
Report of Inspection (1 original)	General Services Office (GSO)
Acceptance and Inspection Report (1 original)	GSO
Certificate of Acceptance (1 original)	Implementing Department/Office
Sales Invoice (1 original)	Supplier/Contractor
Delivery Receipts (1 original)	Supplier/Contractor
Inventory Custodian Slip (ICS) – (1 certified true copy)	GSO
Property Acknowledgement Receipt (1 certified true copy)	GSO
Sales Warranty Certificate (1 original)	Supplier/Contractor
Requisition and Issue Slip (1 original)	GSO
Certificate of Exclusive Distributorship (if applicable) (1 certified true copy)	Supplier/Contractor
Purchase Order (1 original)	Implementing Department/Office
Notice of Award/Approved Contract (1 original)	BAC
Notice to Proceed (1 original)	BAC
BAC Resolution declaring winning bidder (1 original)	BAC
Abstract of Bids/Abstract of Quotations (1 original)	BAC
3 Quotations (1 copy)	Supplier/Contractor
Bidders Bond/Bid Securing declaration (1 original)	Supplier/Contractor
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office



Authenticated photocopy of approved APP (1 copy)	Implementing Department/Office
Invitation to Bid (1 original)	BAC
Request for Quotation (Shopping and Small Value Procurement) (1 original)	BAC
Proposal Sheet (1 original)	Supplier/Contractor
Approved Budget for the Contract (1 original)	BAC
Eligibility Documents (1 original)	Competing Bidders
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC
<b>SERVICES /REPAIRS /REPLACEMENT (thru Public Bidding/Shopping)</b>	
Obligation Request (1 original)	Implementing Department/Office
Report of Inspection (1 original)	GSO
Acceptance and Inspection Report (1 original)	GSO
Certification – Service Rendered (1 original)	GSO
Sales Invoice/Billing/Delivery Receipts (1 original)	Supplier/Contractor
Purchase Order (1 original)	Implementing Department/Office
Approved Contract (1 original)	BAC
Notice to Proceed (1 original)	BAC
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office
Authenticated Photocopy of Approved APP (1 original)	Implementing Department/Office
Waste Materials Report (for replacement) (1 original)	GSO
Bid Proposal (1 original)	Supplier/Contractor
Abstract of Bids/RFQ (1 original)	BAC
Bid Bond/Bid Securing Declaration (1 original)	Supplier
Post Qualification Report (1 original)	BAC
Invitation to Bid (1 original)	BAC
3 Quotations (for shopping) (1 copy)	Supplier/Contractor



Request for Pre-repair Inspection (1 original)	Implementing Department/Office
Request for Inspection (1 original)	Implementing Department/Office
Justification (for emergency) (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Attendance (if applicable) (1 original)	Implementing Department/Office
Post-Activity Report (1 original)	Implementing Department/Office
Official Receipt (OR) and Certificate of Registration (CR) – Motor vehicle (1 original)	Supplier/Contractor
PhilGEPS Sheet (ITB/RFQ above 50k) (1 original)	BAC
Eligibility Documents (1 original)	Competing Bidders
Award Notice Abstract (1 original)	BAC
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC
<b>GARBAGE COLLECTION – CONTRACTS</b>	
<b>Initial Billing</b>	
Obligation Request (1 original)	CBO
Service Invoice / Billing (1 original)	Supplier/Contractor
Photo of Plate Nos./Body Nos. of trucks used in the collections of garbage (Registered Plate Number)	Land Transportation Office
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services rendered/validated trip tickets (1 original)	Implementing Department/Office
Authenticated photocopy of Approved APP (1 original)	Implementing Department/Office
Approved notarized Contract (1 original)	Supplier/Contractor approved by Head of the Procuring Entity
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond with OR (1 original)	Supplier/Contractor
Minutes of Pre-procurement and Pre-bid Conference (1 original)	BAC
Attendance to opening of bids (1 original)	BAC
Evidence of invitation to 3 observers (1 copy)	BAC
Bidders' Bond with OR (1 original)	Supplier/Contractor
Notice of Award (1 original)	BAC
Notice to Proceed (1 original)	BAC
Certified copy of the submitted Contract	BAC



or Purchase Order stamped "Received" by COA (1 photocopy)	
<b>Succeeding Billings</b>	
Obligation Request (1 original)	CBO
Service Invoice/Billing (1 original)	Supplier/Contractor
Plate Nos./Body Nos. of trucks used in the collections of garbage (Registered Plate Number)	PCENRO
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services rendered/validated trip tickets (1 original)	PCENRO
<b>JOB ORDER PERSONNEL</b>	
<b>Initial Payroll</b>	
Obligation Request (1 original)	CBO
Approved Payrolls (1 original)	Implementing Department/Office
Summary sheet of employment requirements signed by the Human Resource Management and Development Office (1 original)	Human Resource Management and Development Office (HRMDO)
Fully accomplished Personal Data Sheet (PDS) (1 original) - PDS - Information to be indicated in the PDS	CSC website, HRMDO Job Order Personnel
Duly acknowledged job order contract (1 original)	Implementing Department/Office
Verified accomplishment reports (1 original)	Implementing Department/Office
Signed Daily Time Records (1 original)	Implementing Department/Office
Program Proposals signed by the Committee on Hiring JOPs (1 original)	Implementing Department/Office
Certification by the LCE/Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (1 original)	CMO/HRMDO
Affidavit of undertaking (1 original)	Implementing Department/Office
<b>Succeeding Payroll</b>	
Obligation Request (1 original)	CBO
Approved payrolls (1 original)	Implementing Department/Office
Verified accomplishment reports (1 original)	Implementing Department/Office
Signed Daily Time Records (1 original)	Implementing Department/Office
Affidavit of undertaking (1 original)	Implementing Department/Office
<b>TERMINAL LEAVE BENEFITS</b>	



Obligation Request (1 original)	Implementing Department/Office
Clearance from money, property, and legal accountability (1 original)	CTO, CAcctgO, CAssrO, RTC/MTC
Clearance from GSIS (1 original)	GSIS
Employees' leave card as at last date of service (1 original)	HRMDO
Approved leave application (1 original)	HRMDO
Complete service record (1 original)	HRMDO
Affidavit of applicant that there is no pending criminal investigations or prosecution against him/her (RA No.3019) (1 original)	Claimant
Statement of Assets, Liabilities, and Net Worth (SALN) (1 original)	Claimant
Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if salary under the last appointment is not the highest (1 original)	HRMDO
Computation of terminal leave benefits duly signed/certified by the HRMDO Head (1 original)	HRMDO
Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU (1 original)	Claimant
In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency (1 photocopy)	HRMDO
<b>Additional Requirements in case of death claimant:</b>	
Death certificate authenticated by NSO (1 original)	Philippine Statistics Authority (PSA)
Death certificate authenticated by NSO (1 original)	PSA
Birth certificates of all surviving legal heirs authenticated by NSO (1 original)	PSA
Certificate of No Marriage (CENOMAR) if single (1 original)	PSA
Designation of next-of-kin (1 original)	Claimant
Waivers of rights of children 18 years old and above (1 original)	Claimant
Affidavit of guardianship (if claimant is	DSWD



not the biological parent and children are still minor) (1 original)	
Barangay certification (if claimant is common law wife (1 original)	Barangay Hall
<b>FINANCIAL ASSISTANCE – STUDENTS</b>	
<b>Cash Advance (New)</b>	
Obligation Request (1 original)	CBO
List of student-grantees certified by the Pasay City Barangay Bureau (PCBB)-OIC (certifying that the applicants met all the criteria for selection and are qualified beneficiaries of the grant) (1 original)	PCBB
Necessary supporting documents: <ul style="list-style-type: none"> <li>- Letter request (1 original)</li> <li>- Duly Accomplished Green form (1 original) <ul style="list-style-type: none"> <li>✓ Green Form</li> <li>✓ Information to be indicated in the form</li> </ul> </li> <li>- Barangay certificate (bonafide resident) (1 original)</li> <li>- Certificate of Indigency/Eligibility (1 original)</li> <li>- Voter's ID Card of student if 18 and above and/or one parent/guardian (1 photocopy)</li> <li>- Grades Certification (certified by school – ave. of 80% above or 2.5 college) (1 original)</li> <li>- Proof of enrolment (Certificate of Registration, Official Receipt, Certificate of Matriculation) (1 original)</li> <li>- Course of Curriculum (if already available from the school) (1 copy)</li> </ul>	<ul style="list-style-type: none"> <li>Parents</li> <li>PCBB</li> <li>Applicant</li> <li>Barangay Hall</li> <li>PSWDD</li> <li>COMELEC</li> <li>DEP-Ed or CHED Accredited Schools/Universities/Colleges</li> <li>DEP-Ed or CHED Accredited Schools/Universities/Colleges</li> <li>DEP-Ed or CHED Accredited Schools/Universities/Colleges</li> </ul>
<b>Renewal</b>	
Obligation Request (1 original)	PCBB
List of student-grantees certified by the PCBB-OIC (certifying that the applicants met all the criteria for selection and are qualified beneficiaries of the grant) (1 original)	PCBB
Necessary supporting documents:	





<ul style="list-style-type: none"> <li>- No incomplete, dropped or failing grades (1 copy)</li> <li>- Proof of enrolment (Certificate of Registration, Official Receipt, Certificate of Matriculation) (1 original)</li> <li>- Grades (certified by school – ave. of 80% above or 2.5 college) (1 photocopy)</li> <li>- Course of Curriculum (if already available from the school) (1 photocopy)</li> </ul>	<p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p> <p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p> <p>DEP-Ed or CHED Accredited Schools/Universities/Colleges</p>
<b>FINANCIAL ASSISTANCE</b>	
<b>Cash Advance</b>	
Obligation Request (1 original)	CBO
List of payees/beneficiaries (1 copy)	Concerned Department/Office
<p>Necessary supporting documents depending on the nature of transactions:</p> <ul style="list-style-type: none"> <li>- Certificate of Eligibility (PSWDD/CHO) (1 original)</li> <li>- Barangay Certification (1 original)</li> <li>- Death Certificate (1 original)</li> <li>- Bills/Statement of Account (1 copy)</li> <li>- ID of claimant/waiver/SPA (1 photocopy)</li> <li>- Cash Voucher/RER (1 original)</li> <li>- Proof of relationship (1 photocopy)</li> <li>- Letter of Authority (1 copy)</li> </ul>	<p>PSWDD/City Health Office</p> <p>Barangay Hall Philippine Statistics Authority DOH Accredited Hospital</p> <p>Claimant</p> <p>Implementing Department/Office Claimant CMO</p>
<b>Reimbursement/Liquidation of Cash Advance/Replenishment</b>	
Obligation Request (1 original)	Implementing Department/Office
Copy of Cash Advance Voucher (1 photocopy)	Implementing Department/Office
Certification that the expenses are actually incurred (1 original)	Implementing Department/Office
Authority of the accountable officer issued by the Head of the Agency (1 original)	City Mayor's Office
Summary list of expenses/goods purchased (1 copy)	Implementing Department/Office
List of payees/beneficiaries (1 copy)	Implementing Department/Office
Sales Invoice/Official Receipts (1 original)	Supplier/Contractor



Daily menu, if applicable (1 copy)	Supplier/Contractor
Certificate of Acceptance (1 original)	Implementing Department/Office
<b>OTHER FORMS OF COMPENSATION (Monetization)</b>	
Obligation Request (1 original)	CBO
Approved leave application (ten days) with leave credit balance certified by the Human Resource Management and Development Office (1 original)	HRMDO
Request for leave covering more than ten days duly approved by the Head of the Agency (1 original)	HRMDO
For monetization of 50% or more: <ul style="list-style-type: none"> <li>- Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs (1 original)</li> <li>- Barangay Certification in case of need for financial assistance brought about by calamities, typhoon, fire, etc. (1 original)</li> </ul>	DOH Accredited Hospital  Barangay Hall
<b>UTILITY EXPENSES</b>	
Obligation Request (1 original)	CBO
Statement of Account/Bill (for pre-audit purposes) (1 original)	Supplier/Contractor
Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original)	Supplier/Contractor
Summary of billing (1 original)	GSO (GF), DepEd (SEF)
<b>TELEPHONE/COMMUNICATION EXPENSES</b>	
Obligation Request (1 original)	City Budget Office (CBO)
Statement of Account/Bill (for pre-audit purposes) (1 original)	Supplier / Contractor/Government Personnel
Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original)	Supplier / Contractor/Government Personnel
Summary of billing (1 original)	General Services Office (GF), DepEd (SEF)
Self-Certification that the communication expenses incurred were official and necessary (mobile telecommunication services)	Government Personnel
Authorization by the head of department /agency justifying that the duties and	Implementing Department/Office



responsibilities of the employee entail communication expense				
<b>TRAVELING EXPENSES</b>				
Obligation Request (1 original)		CBO		
Certificate of Appearance/Attendance (1 Copy)		Learning Service Provider		
Certification by the Head of the Agency as to the absolute necessity of the expenses (1 original)		CMO		
Itinerary of Travel (1 original)		Learning Service Provider		
<b>FIDELITY BOND</b>				
Obligation Request (1 original)		Implementing Department/Office		
Certification of no pending administrative and criminal case by Head of the Agency or office (1 original)		CMO		
Request for bonding and/or cancellation of bond of accountable officials and employees of the Republic of the Philippines (1 original)		Implementing Department/Office		
Copy of previous approved application for bond and/or fidelity bond (if renewal) (1 photocopy)		Bureau of Treasury		
Statement of Assets, Liabilities, and Net Worth (SALN) (1 original)		Civil Service Commission or HRMDO		
<b>MATERNITY LEAVE</b>				
Obligation Request (1 original)		CBO		
Certified true copy of approved application for leave (1 original)		HRMDO		
Certified true copy of maternity leave clearance (1 original)		HRMDO		
Medical certificate for maternity leave (1 original)		Patient's Doctor		
<b>Additional Requirements for Unused Maternity Leave</b>				
Medical certificate that the employee is physically fit to work (1 original)		Patient's Doctor/Employee Clinic		
Certificate of assumption (1 original)		Implementing Department/Office		
Approved DTR (1 original)		HRMDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the City Accounting	1. Check the completeness and veracity of submitted	None	41 Minutes	JOCELYN L. BURGOS <i>Administrative Aide II/Pre-Audit Staff (CAcctgO)</i>



Office-Receiving Section.	requirements; stamp "received" thereof; and record it on the logbook.			<p>or</p> <p>GLADYS A. PONTILLAS <i>Administrative Assistant II/ Pre-Audit Staff (CAcctgO)</i></p> <p>or</p> <p>STEPHEN M. SAMSON <i>Administrative Aide IV/ Pre-Audit Staff (CAcctgO)</i></p>
2. Wait for the submitted documents to be completely processed by the City Accounting Office.	<p>2. Perform the necessary pre - auditing procedures:</p> <p>2.1 Assign the DV/LR number, compute related taxes, and check numerical accuracy of figures indicated thereof.</p> <p>2.2 Review and certify the completeness and propriety of supporting documents.</p> <p>2.3 Check the budget and account charging.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 Minutes</p> <p>10 Minutes</p> <p>5 Minutes</p>	<p>MILAGROS L. LUGANIO <i>Administrative Officer IV/ Senior Pre-Audit Staff (CAcctgO)</i></p> <p>RONALD T. DE CASTRO <i>Administrative Officer V/Pre-Audit Officer (CAcctgO)</i></p> <p>MARILOU R. TORRES <i>Accountant III/ Accounting Budget Officer – GF (CAcctgO)</i></p> <p>RYAN JAY F. OLERMO <i>Accountant II – TF (CAcctgO)</i></p>



	2.4 Approve the DV/LR.	None	10 Minutes	<p>MA. VICTORIA B. AGUILAR <i>Administrative Officer IV-SEF</i> (CAcctgO)</p> <p>FULGENCIO M. DARUNDAY, CPA <i>OIC-Management and Audit Analyst V</i> (CAcctgO)</p>
3. Make a follow-up on the status of your submitted DV/LR at the City Accounting Office.	3. Photocopy the DV/LR and its supporting documents	None	5 Minutes	MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
	3.1 Advise the client that the DV/LR has been checked/pre-audited and will be forwarded to the CTO.	None	5 Minutes	JOCELYN L. BURGOS <i>Administrative Aide II/Pre-Audit Staff</i> (CAcctgO)
	3.2 Forward the DV/LR to the CTO.		10 Minutes	JOCELYN L. BURGOS <i>Administrative Aide II/Pre-Audit Staff</i> (CAcctgO)
<b>TOTAL:</b>		None	1 Hour and 36 Minutes	

*Note: All Disbursement Vouchers (DV) and Liquidation Reports (LR) with incomplete supporting documents will not be received for processing and will be returned immediately to the bearer or to the concerned office. Please take note of your queuing no.*

### 39. Processing Employee Complaints

The Human Resource Management and Development Office processes employee complaints within the City Government of Pasay.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G- Government to Government



<b>Who may avail:</b>		Employees of the City Government of Pasay		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notarized sworn-letter of complaint (1 original)		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a notarized sworn-letter complaint to the Frontline Services Section of the HRMDO.	1. Receive and record the submitted notarized sworn-letter complaint for perusal of the Head of HRMDO.	None	5 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I,</i> (HRMDO)  SUSAN D. SAN MIGUEL <i>Administrative Aide VI,</i> (HRMDO)  FE M. PANTOJA <i>Administrative Aide I,</i> (HRMDO)  LANI R. IMPERIAL, <i>Administrative Aide I</i> (HRMDO)
2. Wait to be notified by the HRMDO on the status of the complaint.	2. Evaluate and issue a memorandum directing the respondent (employee being complained) to submit a notarized response within seventy-two (72) hours upon receipt thereof.	None	1 Day  Response time for the respondent: 3 Days	JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)  ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II,</i> HRMDO
3. Receive the copy of the notarized	3. Upon receipt of the notarized response,	None	1 Day	JOHN NATHANIEL A. UBANA



<p>response provided by the HRMDO.</p>	<p>evaluate the sworn-response and if necessary, issue a memorandum directing the complainant to comment thereof, within forty-eight (48) hours.</p>		<p>Response time for the complainant: 2 Days</p>	<p><i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)</p> <p>ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II,</i> (HRMDO)</p>
<p>4. If necessary, submit a comment on the received sworn-letter response within forty-eight (48) hours, upon receipt thereof to the HRMDO.</p>	<p>4. Decide on the referred complaint based on existing records thereof.</p> <p>4.1 Prepare decision on the complaint:</p> <p>a.) Prepare an agreement/ amicable settlement on the resolved complaint,</p> <p>or</p> <p>b.) In the absence of agreement/ amicable settlement, or if the complaint is not eligible for that, forward/ refer the complaint and other records</p>	<p>None</p>	<p>1 Day</p>	<p>JOHN NATHANIEL A. UBANA <i>Administrative Officer V,</i> (Client Relations and Customer Care Affairs, HRMDO)</p> <p>ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II,</i> (HRMDO)</p>



	thereof to the City Legal Office for proper administrative investigation.			
<b>TOTAL:</b>		None	8 Days and 5 Minutes	

#### 40. Processing Landbank Loan Applications

The Human Resource Management and Development Office processes the Landbank loan application of Permanent, Elected and Co-terminous employees of the City Government.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G- Government to Government		
<b>Who may avail:</b>	Permanent, Elected and Co-terminous Employees of the City Government who would like to apply for Landbank Loan Application (Borrowers)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Permanent Employees:</b>			
Another employee who agreed to be a Co-Maker whose basic pay is same as the Borrower or higher from what the latter is receiving	City Government of Pasay (must be a Permanent employee)		
Fiscal Clearance (1 original)	City Prosecutor's Office		
Fiscal Clearance of Co-Maker (1 original)	City Prosecutor's Office		
Legal Clearance (1 original)	City Legal Office		
Legal Clearance of Co-Maker (1 original)	City Legal Office		
Latest Payslip (1 photocopy)	HRMDO		
Latest Payslip of Co-Maker (1 photocopy)	HRMDO		
E-mail Address (1 active email account)	Email Registration		
E-mail Address of Co-Maker (1 active email account)	Email Registration		
Mobile Number (1 with mobile data or connected to a Wifi Network)	SIM Card/Network Service Provider of the Borrower		
Mobile Number of the Co-Maker (1 with mobile data or connected to a Wifi Network)	SIM Card/Network Service Provider of the Co-Maker		
Spouse's birth date (If married)	Any document/s or source/s that will prove the birth date of the spouse such as ID Card,		





	Personal Data Sheet, HRMDO-PMIS
<b>Elected Employees:</b>	
Another employee who agreed to be a Co-Maker whose basic pay is same as the Borrower or higher from what the latter is receiving	City Government of Pasay (must be an Elected or a Permanent Employee)
Fiscal Clearance (1 original)	City Prosecutor's Office
Fiscal Clearance of Co-Maker (1 original)	City Prosecutor's Office
Legal Clearance (1 original)	City Legal Office
Legal Clearance of Co-Maker (1 original)	City Legal Office
Latest Payslip (1 photocopy)	HRMDO
Latest Payslip of Co-Maker (1 photocopy)	HRMDO
E-mail Address (1 active email account)	Email Registration
E-mail Address of Co-Maker (1 active email account)	Email Registration
Mobile Number (1 with mobile data or connected to a Wifi Network)	SIM Card/Network Service Provider of the Borrower
Mobile Number of the Co-Maker (1 with mobile data or connected to a Wifi Network)	SIM Card/Network Service Provider of the Co-Maker
Spouse's birth date (If married)	Any document/s or source/s that will prove the birth date of the spouse such as ID Card, Personal Data Sheet, HRMDO-PMIS
<b>Co-terminous Employees:</b>	
Another employee who agreed to be a Co-Maker whose basic pay is same as the Borrower or higher from what the latter is receiving	City Government of Pasay (can be a Permanent or Co-terminous or Elected Employee)
Fiscal Clearance (1 original)	City Prosecutor's Office
Fiscal Clearance of Co-Maker (1 original)	City Prosecutor's Office
Legal Clearance (1 original)	City Legal Office
Legal Clearance of Co-Maker (1 original)	City Legal Office
Latest Payslip (1 photocopy)	HRMDO
Latest Payslip of Co-Maker (1 photocopy)	HRMDO
E-mail Address (1 active email account)	Email Registration
E-mail Address of Co-Maker (1 active email account)	Email Registration
Mobile Number (1 with mobile data or connected to a Wifi Network)	SIM Card/Network Service Provider of the Borrower
Mobile Number of the Co-Maker (1 with mobile data or connected to a Wifi Network)	SIM Card/Network Service Provider of the Co-Maker
Spouse's birth date (If married)	Any document/s or source/s that will prove the





reference number in the Landbank E-Salary Mobile Banking Account, and your date of birth including your Co-Maker's.  <i>Note: Same process will be undertaken for the Co-Maker.</i>				
4. Receive your loan details and wait for another text message indicating that the loan application is pre-approved by the Landbank of the Philippines.	4. Deliver the signed printout of Borrower's/ Co-Maker's list as well as the USB containing the e-copy thereof to the Land Bank of the Philippines.  4.1 Approved the loan application and credit the amount of loan granted to the Landbank Account of the Borrower.	None	1 Hour  Maximum Approval Period: 5 Days	ALICE B. PEDROSA Senior Administrative Assistant II, (HRMDO)  <i>Landbank Personnel</i> (Landbank of the Philippines)
<b>TOTAL:</b>		None	1 Day, 2 Hours and 20 Minutes (excluding the approval period of Landbank of the Philippines)	

#### 41. Processing Multi-Purpose Cooperative Loan Applications



The Human Resource Management and Development Office processes the Multi-Cooperative Loan application of City Government employees.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Employees of the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Payslip (1 photocopy)		HRMDO		
Loan Application Form (1 original)		City Cooperative Office		
Sketch of Borrower's Residential Location (1 original)		Borrower		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill-out the loan application form, then submit the same to the City Cooperative Office.	1. Check the completion of entries in the form, and advise the client to submit the filled-out loan application form to the HRMDO.	None	5 Minutes	JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (City Cooperative Office)
2. Submit the filled-out loan application form to the assigned personnel of the HRMDO.	2. Process the loan application.	None	25 Minutes	ALICE B. PEDROSA Senior <i>Administrative Assistant II</i> (HRMDO)
	2.1 Sign the loan application.		5 Minutes	ATTY. MAVERICK S. SEVILLA, <i>City Government Department Head II,</i> (HRMDO)
3. Follow up the status of loan application to the assigned personnel of	3. Inform the client on the status of his/her loan application.	None	15 Minutes	



the HRMDO.	<p>a. Forward the loan application to the City Cooperative Office.</p> <p>b. Facilitate the completion of signature process on the loan application by forwarding it to other concerned department's signatories (City Accounting Office, and City Cooperative Office)</p>	None	2 Days	<p>ALICE B. PEDROSA Senior <i>Administrative Assistant II</i> (HRMDO)</p> <p>JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (City Cooperative Office)</p>
4. Proceed to the City Cooperative Office and claim the check thereat; after which, proceed to the United Coconut Planters Bank for the encashment of the amount borrowed.	4. Issue the check to the borrower.	None	5 Minutes	JOSELYN L. CARASIG <i>Cooperative Development Specialist II</i> (City Cooperative Office)
<b>TOTAL:</b>		None	2 Days and 55 Minutes	

## 42. Processing of Documents for Payment of Basic Utilities

The Program is designed to provide information, assistance and support in the processing of



documents for the payment of basic utility services (i.e. Electricity, Water, Fuel, Telephone, Internet, Gasoline, etc.) incurred by the different departments/offices of the City Government including National Government Agencies assigned in the City.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2B – Government to Business			
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City (End-user) and Service Provider			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Service Provider:</b>				
Statement of Account (1 original and 3 photocopies)		<ul style="list-style-type: none"> <li>- Meralco</li> <li>- PLDT</li> <li>- Maynilad</li> <li>- Globe Telecom, Inc.</li> <li>- Innove Communications, Inc.</li> <li>- Federal Brent Retail, Inc.</li> </ul>		
Gasoline Slip and Sales Invoice (1 original), if applicable		Federal Brent Retail, Inc.		
<b>End-user:</b>				
Signed Obligation Request (2 original and 2 duplicate)		Department/Office/NGA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements at the receiving counter of GSO.	1. Receive requirements and check as to completeness and authenticity of submitted documents.	None	5 Minutes	FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer (GSO)</i>
	1.1 Prepare Summary of SOA.	None	30 Minutes	EVELYN G. ALEGRE <i>Administrative Officer III (GSO)</i>
	1.2 Endorse copy of SOA to the end-user for preparation of Obligation Request.	None	15 Minutes	ARMAND D. RIVERA <i>Administrative Officer II (GSO)</i>
2. Submit the approved Obligation Request	2. Receive and verify the	None	5 Minutes	FE ESPERANZA S. SEIJO



to the GSO.	submitted Obligation Request against the SOA.  2.1 Finalize the Summary of SOA, prepare the Disbursement Voucher and endorse the same to the Office of the City Accountant for appropriate action.	None	5 Minutes	Supervising Administrative Officer (GSO)  EVELYN G. ALEGRE Administrative Officer III (GSO)  ARMAND D. RIVERA Administrative Officer II (GSO)
3. Follow up the status of payment.	3. Check the status of the prepared Disbursement Voucher and inform the Service Provider once cheque is available.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO)  EVELYN G. ALEGRE Administrative Officer III (GSO)  ARMAND D. RIVERA Administrative Officer II (GSO)
<b>TOTAL:</b>		None	1 Hour and 5 Minutes	

### 43. Processing Terminal Leave Benefits (TLB)

Qualified would-be separated or separated employees of City Government of Pasay may process their TLB at the Human Resource Management and Development Office.

<b>Office or Division:</b>	Human Resource Management and Development Office (HRMDO)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizen
<b>Who may avail:</b>	Current and Former Employees of the City Government
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	



Request letter (1 original)	TLB Claimant
Government issued Identification Card (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance ( <i>if a former Pasay City General Hospital employee</i> ) (1 original)	Pasay City General Hospital
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment (1 photocopy for each issuance of appointment)	HRMDO
Latest Statement of Assets, Liabilities ( <i>except for deceased claimant/s</i> ) (3 photocopies)	Claimant of TLB
Death Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)
Birth Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)
Marriage Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)
<b>Representative</b>	
Special Power of Attorney	Person Represented (TLB Claimant)
Government issued Identification Card of the person represented (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Government issued Identification Card of the representative (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Request letter (1 original)	Person Represented (TLB Claimant)
Government issued Identification Card (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance ( <i>if a former Pasay City General Hospital employee</i> ) (1 original)	Pasay City General Hospital
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment (1 photocopy for each issuance of appointment)	HRMDO
Latest Statement of Assets, Liabilities ( <i>except for deceased claimant/s</i> ) (3 photocopies)	Claimant of TLB
Death Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)
Birth Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)	Philippine Statistics Authority (PSA)





Marriage Certificate ( <i>for deceased claimant/s</i> ) (1 photocopy)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements for TLB application to the Frontline Service Section of the HRMDO.	1. Upon receipt of complete documentary requirements, issue a transaction stub to the client.  1.1 Advise the client to make a follow-up on the status of TLB application after two (2) weeks.	None	5 Minutes	BENIGNO M. SANTIAGO JR. <i>Administrative Assistant I</i> (HRMDO)  SUSAN D.C. SAN MIGUEL <i>Administrative Aide VI</i> (HRMDO)  FE M. PANTOJA <i>Administrative Aide I</i> (HRMDO)  LANI R. IMPERIAL <i>Administrative Aide I</i> (HRMDO)
2. Keep the transaction stub and wait for the application to be processed by the HRMDO-Compensation and Benefits Division.	2. Compute the leave credits summary and prepare the request for Allotment Release Order (ARO).  2.1 Sign the printed request for ARO.	None	20 Minutes	KATHERINE D. COSTALES <i>Senior Administrative Assistant II</i> (HRMDO)  ANNALIZA M. MONTALBAN <i>Senior Administrative Assistant V</i> (HRMDO)
		None	10 Minutes	ATTY. MAVERICK S. SEVILLA <i>City Government Department Head II</i> (HRMDO)  KATHERINE D.



	<p>2.2 Forward the signed request for ARO to the office of the concerned Appointing Authority for approval thereof; after which, to the City Budget Office (CBO) for the preparation of ARO.</p> <p>2.3 Approve the forwarded request for TLB Application and prepare the ARO thereof.</p>	<p>None</p> <p>None</p>	<p>10 Minutes</p> <p>Approval period of request – 7 days</p>	<p>COSTALES <i>Senior Administrative Assistant II</i> (HRMDO)</p> <p>ANNALIZA M. MONTALBAN <i>Senior Administrative Assistant V</i> (HRMDO)</p> <p>ATTY. PETER M. MANZANO <i>City Administrator/ Authorized Signatory for Offices under Executive Department</i> (City Administrator's Office)</p> <p>or</p> <p>HON. IMELDA CALIXTO-RUBIANO <i>City Mayor/ Appointing Authority for Offices under Executive Department</i> (Office of the City Mayor)</p> <p>or</p> <p>HON. ATTY. WALDETRUDES S. DEL ROSARIO <i>City Vice Mayor/ Appointing</i></p>
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	<p>2.4 Prepare and sign the ARO for the TLB application and forward it to the Office of the concerned Appointing Authority for his/her signature.</p> <p>2.5 Sign the ARO.</p>	<p>None</p> <p>None</p>	<p>30 Minutes (Within the day)</p> <p>3 Days</p>	<p><i>Authority for Offices under Legislative Department (Office of the City Vice Mayor)</i></p> <p><i>CBO Personnel (CBO)</i></p> <p>ATTY. PETER M. MANZANO <i>City Administrator /Authorized Signatory for Offices under Executive Department (City Administrator's Office)</i></p> <p>or</p> <p>HON. IMELDA CALIXTO-RUBIANO <i>City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)</i></p> <p>or</p> <p>HON. ATTY.</p>
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	<p>2.6 Return the signed ARO to the HRMDO.</p> <p>2.7 Prepare the voucher and ALOBS to be attached to the other TLB documents.</p>	<p>None</p> <p>None</p>	<p>5 Minutes</p> <p>50 Minutes</p>	<p>WALDETRUDES S. DEL ROSARIO <i>City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)</i></p> <p><i>CBO Personnel (CBO)</i></p> <p>ARMAN JAY O. ADORA <i>Administrative Officer II (HRMDO)</i></p> <p>KATHERINE D. COSTALES, <i>Senior Administrative Assistant II, (HRMDO)</i></p>
<p>3. Make a follow-up with regard to the approval of request for TLB application.</p>	<p>3. Advise the client on the request status and process the TLB application.</p> <p>3.1 Sign the voucher attached to the TLB application.</p>	<p>None</p>	<p>5 Minutes</p> <p>10 Minutes</p> <p>Waiting period prior to return of the client to the HRMDO – 7 Days</p>	<p>KATHERINE D. COSTALES <i>Senior Administrative Assistant II (HRMDO)</i></p> <p>ATTY. MAVERICK S. SEVILLA <i>City Government Department Head II (HRMDO)</i></p>



<p>4. Present the transaction stub to the HRMDO and claim the printed ALOBs and voucher from the HRMDO-Compensation and Benefits Division.</p>	<p>4. Release the printed ALOBs and voucher to be signed by concerned Department Heads.</p>	<p>None</p>	<p>5 Minutes</p>	<p>KATHERINE D. COSTALES, <i>Senior Administrative Assistant II</i>, (HRMDO)</p>
<p>5. Secure the completeness of signatures from the concerned Department Heads of the City Government of Pasay.</p>	<p>5. Act and sign on the printed TLB application.</p>	<p>None</p>	<p>3 Days</p>	<p><i>Concerned Department Heads (Concerned Department/ Office/s of Pasay City Government)</i></p> <p>ATTY. PETER M. MANZANO <i>City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office)</i></p> <p>or</p> <p>HON. IMELDA CALIXTO-RUBIANO <i>City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)</i></p> <p>or</p> <p>HON. ATTY. WALDETRUDES S. DEL ROSARIO <i>City Vice Mayor/ Appointing Authority for Offices</i></p>



				<i>under Legislative Department (Office of the City Vice Mayor)</i>
6. Proceed to the City Treasurer's Office (CTO) and wait for the release of check re: your TLB.	6. Release the check to the client.	None	5 Minutes	<i>Clerk, (Cash Division, CTO)</i>
<b>TOTAL:</b>		None	20 Days, 2 Hours and 35 Minutes	

#### 44. Provision of Information and Data to End-Users

Pursuant to Local Government Code Article IV Section 476-b (3), City Government's information and data, which are vital and critical to the development of research projects and studies of various National Agencies, Local Barangay Units, Private Researchers, and students may formally coordinate and request such at the City Planning and Development Office (CPDO).

##### ***For Simple Information/Data:***

<b>Office or Division:</b>	City Planning and Development Office (CPDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C Government to Citizen			
<b>Who may avail:</b>	Other City Government Departments, National Agencies, Local Barangay Units, Private Researchers, and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed request letter (1 original)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter, indicating the simple data, plans, basic profiles or general maps needed to the receiving section of CPDO.	1. Receive the copy of the request letter and record in the logbook and receiving database  1.1 Endorse the document to	None	5 Minutes	MARIAN M. MAGDALITA <i>Administrative Assistant I</i> (CPDO)  JONATHAN DAVID B. JOMERO <i>Administrative Aide I</i> (CPDO)  JONATHAN DAVID B. JOMERO <i>Administrative Aide</i>



	person-in-charge.	None	5 Minutes	I (CPDO)
	1.2 Process the request for simple data, plans, basic profiles or general maps, and provide the needed document.	None	3 Working days	CHRISTINE LANE M. BRILLANTES <i>Administrative Assistant I</i> (CPDO)
	1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	None	1 Hour	LAY-AR M. BALIZA <i>Supervising Administrative Officer</i> (CPDO)
				MARIA A. LUNA <i>Planning Officer III</i> (CPDO)
				NICK LLORENCE R. SANGALANG <i>Project Development Officer II</i> (CPDO)
				RONALD ALLAN P. DELA CRUZ <i>Planning Officer II</i> (CPDO)
				LAY-AR M. BALIZA <i>Supervising Administrative Officer</i> (CPDO)
				MARIA A. LUNA <i>Planning Officer III</i> (CPDO)
				NICK LLORENCE R. SANGALANG <i>Project Development Officer II</i> (CPDO)
				RONALD ALLAN P. DELA CRUZ



				Planning Officer II (CPDO)
<b>TOTAL:</b>		None	3 Working Days, 1 Hour, and 10 Minutes	

**For Complex Data/Information:**

<b>Office or Division:</b>	City Planning and Development Office (CPDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government; G2C Government to Citizen
<b>Who may avail:</b>	Other City Government Departments, National Agencies, Local Barangay Units, Private Researchers, and Students

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed request letter (1 original)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter, indicating the complex data or thematic map needed to the receiving section of CPDO.	1. Receive the copy of the request letter and record in the logbook and receiving database.	None	5 Minutes	MARIAN M. MAGDALITA <i>Administrative Assistant I</i> (CPDO)
	1.1 Endorse the document to person-in-charge.	None	5 Minutes	JONATHAN DAVID B. JOMERO <i>Administrative Aide I</i> (CPDO)
	1.2 Process the request for complex data or thematic map, and	None	7 Working days	CHRISTINE LANE M. BRILLANTES <i>Administrative Assistant I</i> (CPDO)
				LAY-AR M. BALIZA <i>Supervising Administrative Officer</i> (CPDO)
				MARIA A. LUNA





	provide the needed document.			<i>Planning Officer III (CPDO)</i> NICK LLORENCE R. SANGALANG <i>Project Development Officer II (CPDO)</i> RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>
	1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	None	4 Hours	LAY-AR M. BALIZA <i>Supervising Administrative Officer (CPDO)</i> MARIA A. LUNA <i>Planning Officer III (CPDO)</i> NICK LLORENCE R. SANGALANG <i>Project Development Officer II (CPDO)</i> RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>
<b>TOTAL:</b>		None	7 Working Days, 4 Hours and 10 Minutes	

***For Highly Technical or Analytical Data/Information:***

<b>Office or Division:</b>	City Planning and Development Office (CPDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government; G2C Government to Citizen
<b>Who may avail:</b>	Other City Government Departments, National Agencies, Local Barangay Units, Private Researchers, and Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed request letter (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter, indicating the complex data or thematic map needed to the receiving section of CPDO.	1. Receive the copy of the request letter and record in the logbook and receiving database.	None	5 Minutes	MARIAN M. MAGDALITA <i>Administrative Assistant I</i> (CPDO)  JONATHAN DAVID B. JOMERO <i>Administrative Aide I</i> (CPDO)
	1.1 Endorse the document to person-in-charge.	None	5 Minutes	JONATHAN DAVID B. JOMERO <i>Administrative Aide I</i> (CPDO)  CHRISTINE LANE M. BRILLANTES <i>Administrative Assistant I</i> (CPDO)
	1.2 Process the request for complex data or thematic map, and provide the needed document.	None	20 Working days	LAY-AR M. BALIZA <i>Supervising Administrative Officer</i> (CPDO)  MARIA A. LUNA <i>Planning Officer III</i> (CPDO)  NICK LLORENCE R. SANGALANG <i>Project Development Officer II</i> (CPDO)  RONALD ALLAN P. DELA CRUZ <i>Planning Officer II</i>



	1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	None	1 Working Day	(CPDO) LAY-AR M. BALIZA <i>Supervising Administrative Officer (CPDO)</i>  MARIA A. LUNA <i>Planning Officer III (CPDO)</i>  NICK LLORENCE R. SANGALANG <i>Project Development Officer II (CPDO)</i>  RONALD ALLAN P. DELA CRUZ <i>Planning Officer II (CPDO)</i>
<b>TOTAL:</b>		None	21 Working Days and 10 Minutes	

#### 45. Provision of Prosecutor's Clearance

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.

<b>Office or Division:</b>	City Prosecutor Office (CPO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2G – Government to Government
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
Request Form or documents with case information (1 original copy)	CPO
Valid government-issued identification card with photo (1 original copy)	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-out and submit the request form together with ID to Docket Section for initial assessment.</p> <p>* Make sure to secure the Order of Payment that will be issued.</p>	<p>1. Check the documentary requirements for completeness.</p> <p>1.1 Verify the status of the case.</p> <p>1.2 Assess and issue Order of Payment, if no pending case.</p> <p>1.3 Processing of the request</p>	<p>None</p>	<p>2 Minutes</p> <p>5 Minutes</p> <p>2 Minutes</p> <p>5 Minutes</p>	<p><i>Receiving Staff</i> (Docket Section)</p> <p><i>Records Officer</i> (Docket Section)</p>
<p>2. Pay the required fees at the Cashier by showing the Order of Payment.</p> <p>* Make sure to secure Official Receipt (O.R) that will be issued upon payment.</p>	<p>2. Accept the payment based on the Order of Payment:</p>	<ul style="list-style-type: none"> <li>• For Firearm License PHP 1,000</li> <li>• For Permit to Carry PHP 500</li> <li>• For Foreign Travel PHP 200</li> <li>• For Retirement /Resignation PHP 100</li> <li>• For Foreign Employment</li> </ul>	<p>2 Minutes</p>	<p><i>Cashier</i> (Docket Section)</p>



	2.1 Issue the Official Receipt.	PHP 100 <ul style="list-style-type: none"> <li>For Local Employment PHP 50</li> </ul>	2 Minutes	
3. Present the O.R. to the Docket Section.	3. Check the Official Receipt and process the request.	None	2 Minutes	<i>Records Officer/ Records Section</i>
4 Receive the clearance and sign in the logbook.	4. Issue the Certificate to the client.	None	2 Minutes	<i>Records Officer/ Records Section</i>
<b>TOTAL:</b>		<ul style="list-style-type: none"> <li>For Firearm License PHP 1,000</li> <li>For Permit to Carry PHP 500</li> <li>For Foreign Travel PHP 200</li> <li>For Retirement /Resignation PHP 100</li> <li>For Foreign Employment PHP 100</li> </ul>	22 Minutes	



	<ul style="list-style-type: none"> <li>• For Local Employment PHP 50</li> </ul>		
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\*Scheduled of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012

## 46. Receiving Official Communications

Requests, complaints, and other official communications from various departments/ offices, National Government Agencies, external clients, etc. addressed to the City Mayor/City Administrator, shall proceed to the City Administrator's Office to have the document/s received, for appropriate action.

<b>Office or Division:</b>	City Administrator's Office (ADMIN) Operations Division - Communication and Records Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	External Clients (Private individual/NGAs, other Local Government Units) and Internal Clients (PCG Executive and Legislative Departments and Offices)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed request, complaint or other official communication/s (1 original or 1 photocopy)		Private individual/NGAs, PCG Department/Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request, complaint and/or other official communication to the Receiving Section of the ADMIN.	1. Receive and record the document.	None	2 Minutes	NERELIE N. BAUTISTA <i>Administrative Aide IV</i> (ADMIN)
	1.1 Review and forward the document to the City Administrator for information and instruction.	None	2 Minutes	JOHANNA L. OCHOA <i>Supervising Administrative Officer,</i> (ADMIN)
	1.2 Endorse received	None	2 Minutes	WILBERT MICHAEL C. MARTINEZ



	document to the office concerned for appropriate action.			<i>Administrative Aide III, (ADMIN)</i>
	1.3 Follow up actions taken by the office/s concerned and inform the client about it.	None	5 Minutes	NERELIE N. BAUTISTA <i>Administrative Aide IV, (ADMIN)</i>
<b>TOTAL:</b>		None	11 Minutes	

#### 47. Releasing/Issuance of Semi-Expendable Property

General Services Office takes charge in the procurement and releasing of semi-expendable property requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Inventory Custodian Slip (ICS) (2 original, 2 duplicate)		Requesting Department/Office/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved Inventory Custodian Slip (ICS).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS <i>Administrative Officer I (GSO)</i>
2. Receive the requested items/supplies included in the ICS.	2. Release the items available in the Stock Room as included in the ICS of the requesting office/	None	1 Hour	MARK LAWRENCE I. ORTEGA <i>Administrative Assistant I (GSO)</i>  JOHN PETER S. CAPILI <i>Administrative Assistant</i>



	department.			III (GSO)
	2.1 Retain a copy of the ICS for GSO file.			ARMAND D. RIVERA <i>Administrative Officer II</i> (GSO)
	2.2 Prepare Report of Semi-Expendable Property Issued (RSPI) and its transmittal.	None	30 Minutes	ARCHIBALD C. BAJADA <i>Administrative Officer II</i> (GSO)  MARK LAWRENCE I. ORTEGA <i>Administrative Assistant I</i> (GSO)  JOHN PETTER S. CAPILI <i>Administrative Assistant III</i> (GSO)
	2.3 Check the RSPI and sign the transmittal for submission to the Office of the City Accountant.	None	3 Minutes	ARMAND D. RIVERA <i>Administrative Officer II</i> (GSO)  ARCHIBALD C. BAJADA <i>Administrative Officer II</i> (GSO)  ARBIE B. SABULAO <i>Officer-in-Charge</i> (GSO)
<b>TOTAL:</b>		None	1 Hour and 35 Minutes	

#### 48. Releasing/Issuance of Supplies and Materials

General Services Office takes charge in the procurement and releasing of supplies requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office (GSO)
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Requisition & Issue Slip (RIS) (2 original, 2 duplicate)		Requesting Department/Office/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved Requisition and Issue Slip (RIS).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS <i>Administrative Officer I</i> (GSO)
2. Receive the requested items/supplies included in the RIS.	2. Release the items available in the Stock Room included in the RIS of the requesting office.	None	1 Hour	MARK LAWRENCE I. ORTEGA <i>Administrative Assistant I</i> (GSO)  JOHN PETTER S. CAPILI <i>Administrative Assistant III</i> (GSO)
	2.1 Retain a copy of the RIS for GSO file.	None	30 Minutes	ARMAND D. RIVERA <i>Administrative Officer II</i> (GSO)  ARCHIBALD C. BAJADA <i>Administrative Officer II</i> (GSO)
	2.2 Prepare Summary of Supplies and Materials Issued (SSMI) and its transmittal.			ARBIE B. SABULAO <i>Officer-in-Charge</i> (GSO)
	2.3 Check the SSMI and sign the transmittal for submission to Office of the City Accountant.	None	3 Minutes	
<b>TOTAL:</b>		None	1 Hour and 35 Minutes	



## 49. Releasing/Issuance of Property, Plant and Equipment

General Services Office takes charge in the procurement and releasing of property, plant and equipment requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Property Acknowledgement Receipt (PAR) (1 original, 2 duplicate)		Requesting Department/Office/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved Property Acknowledgement Receipt (PAR).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS <i>Administrative Officer I (GSO)</i>
2. Receive the requested property/ies included in the PAR.	2. Release the property/ies available in the Stock Room as included in the PAR of the requesting office/ department.  2.1 Check and sign the PAR and release a copy to the end-user office/ department.	None	45 Minutes  3 Minutes	MARVIN D. GARCIA <i>Administrative Officer II (GSO)</i>  JANELYNN F. MARTIR <i>Administrative Officer III (GSO)</i>  MARICAR C. FRIAS <i>Administrative Officer III (GSO)</i>  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV (GSO)</i>
<b>TOTAL:</b>		None	50 Minutes	



## 50. Renewal of Registration of Motor Vehicles

General Services Office processes registration of issued motor vehicles to various departments/offices/agencies.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Motor Vehicle Inspection Report (MVIR) and Official Receipt (1 original)		Land Transportation Office		
Smoke Emission Test (1 original)		Any Accredited Emission Testing Center		
Latest photos of the Motor Vehicle as of submission date (side, top, front, and rear views) (1 original)		Photo Shop/Center		
Stencil of Engine Number/Chassis Number		Requesting Department/Office/Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements at the receiving counter of General Services Office.	1. Receive complete requirements and verify authenticity of submitted documents.	None	8 Minutes	JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)
2. Wait for the processing of the renewal.	2. Submit the documentary requirements to the Land Transportation Office (LTO), and pay for the required fees.	None	6 Hours  2 Days waiting time	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)
3. Receive copy of the updated LTO OR/CR and sign in the receiving copy/logbook.	3. Call the concerned Department/Office/Agency, release to them a copy of the updated LTO Official Receipt	None	2 Minutes	JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)



	(OR), and have them sign the receiving logbook and photocopy of the OR.			
<b>TOTAL:</b>		None	2 Days, 6 Hours and 10 Minutes	

## 51. Request for Legal Opinion

Written opinion is rendered in any question of law, as endorsed and requested by the City Government Officials and other offices including City Council.

<b>Office or Division:</b>	City Legal Office (CLO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Government Officials / Departments/City Council			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Formal Letter request/endorsement with attached written query/ies (1 original)</li> <li>- Additional attachments relative to query/ies (1 photocopy)</li> </ul>		Pasay City Government Department/Office seeking Legal Opinion		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter request/ endorsement with complete attachments for reference to the Receiving/ Releasing Staff of the CLO.	1. Receive, check and record the completeness of the submitted documents.	None	5 Minutes	MARVIE B. CHENG <i>Administrative Aide I (CLO)</i>
	1.1 Endorse to the City Legal Officer for disposition			MARICEL C. MILLAR <i>Administrative Aide I (CLO)</i>
	1.2 Refer and assign the request to a	None	5 Days	AIZA C. OTIDA <i>Administrative Aide I (CLO)</i>  ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II</i>



	<p>Lawyer for proper legal action and/or recommendation.</p> <p>1.3 Evaluate and write legal opinion.</p> <p>1.4 Review, approve and sign the legal opinion.</p>	None	10 Days	<p>(CLO)</p> <p>ATTY. SHEALTIEL GAY T. ROXAS <i>Attorney III</i> (CLO)</p> <p>ATTY. GLENN C. VILLARIÑA <i>Attorney III</i> (CLO)</p> <p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II</i> (CLO)</p>
2. Acknowledge receipt of documentation.	2. Release the approved Legal Opinion to the requesting office/ department.	None	3 Minutes	<p>MARVIE B. CHENG <i>Administrative Aide I</i> (CLO)</p> <p>MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)</p> <p>AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)</p>
<b>TOTAL:</b>		None	15 Days & 8 Minutes	

## 52. Request for Pre-Repair Inspection

General Services Office processes requests for the repair and maintenance of machinery and equipment including motor vehicles issued to various departments/offices or National Government Agencies.



<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request for Pre-Repair Inspection Form (1 original, 1 duplicate) - Pre-repair Inspection Form - Details of the form		GSO Office/Department/NGA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished and signed Request for Pre-Repair Inspection Form at the receiving counter of GSO.	1. Receive the form and verify correctness of information indicated therein.	None	2 Minutes	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)
	1.1 Validate the request in the existing Repair Card or Summary of Pre-repair.	None	8 Minutes	MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)
	1.2 Conduct actual inspection of the equipment for repair.	None	30 Minutes (within the City Hall Building)	JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)
			3 Hours (outside the City Hall Building)	ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)
1.3 Approve the Request for Pre-Repair Inspection	None	3 Minutes	ARBIE B. SABULAO <i>Officer-in-Charge</i> (GSO)	
2. Claim the Approved Request for Pre-Repair	2. Release duly approved Request for Pre-Repair Inspection.	None	2 Minutes	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)  MARICAR C. FRIAS



Inspection and sign in the monitoring logbook.				<i>Administrative Officer III (GSO)</i>  <i>JANELYNN F. MARTIR Administrative Officer III (GSO)</i>  <i>ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)</i>
<b>TOTAL:</b>		None	45 Minutes (within the City Hall Building)  3 Hours and 15 Minutes (outside the City Hall Building)	

### 53. Request for Traffic Management Services for Special Occasions/Events

Private Owners/Contractors of Establishment, Government Agency/ies may request for traffic management services from the PTPMO during conduct of event/occasion.

<b>Office or Division:</b>	<b>Pasay Traffic and Parking Management Office (PTPMO)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business, and G2G-Government to Government			
<b>Who may avail:</b>	Private Owners/Contractors of Establishment, Government Agency/ies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 original)		Client/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter for Traffic Permit addressed to the City Mayor, thru the City Administrator, City	1. Receive the request letter and forward it to the assigned staff for appropriate action.	None	2 Minutes	GRACIELA C. GUEVARRA <i>Administrative Aide I Administrative Section (PTPMO)</i>



Secretariat, City Engineer for confirmation, copy furnish the concerned Barangay, to the assigned personnel of PTPMO.				
2. Proceed to the Event and Tasking Section, PTPMO for a meeting.	2. Conduct the meeting with the requesting party, and gather all necessary details and information.	None	30 Minutes	EDMAR C. RUAMERO <i>Traffic Aide II</i> (PTPMO)
3. Wait for your request to be processed by the PTPMO.	2. Send monitoring personnel to conduct site inspection.  - For near area - For distant area  3.1 Prepare and issue the traffic permit to the client.	None	20 Minutes 30 Minutes  3 Minutes	GRACIELA C. GUEVARRA <i>Administrative Aide I</i> <i>Administrative Section</i> (PTPMO)  GRACIELA C. GUEVARRA <i>Administrative Aide I</i> <i>Administrative Section</i> (PTPMO)
<b>TOTAL:</b>		None	For near area = 55 Minutes  For distant area = 1 Hour and 5 Minutes	





## 54. Request for Trainings and Drills

The Pasay City Disaster Risk Reduction and Management Office conducts trainings, lectures and seminar on disaster risk reduction and management and drills/exercises on different type of hazards, as requested by public or private institutions to promote a disaster resilient community.

<b>Office or Division:</b>	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Public and Private Sectors in Pasay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PRINCIPAL</b>				
Request Letter (1 original)		Requesting Party		
<b>REPRESENTATIVE</b>				
Authorization Letter (1 original)		Requesting Party		
Request Letter (1 original)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	1. Receive and check the submitted request letter:  a. Name and contact number of the requesting party;  b. Type/Kind of request  1.1 Forward the correspondence to the Training Division of the PCDRRMO.	None	3 Minutes	MARY GRACE B. BERIN, RN <i>Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)</i>
2. Make yourself available for the evaluation of request to the assigned	2. Evaluate the request letter and coordinate with the requesting party on their	None	1 Hour	MICHAEL T. FLORES <i>Local Disaster Risk Reduction Management Officer I/Chief</i>



<p>personnel of PCDRRMO.</p> <p>2.1 Wait for the approval of request.</p>	<p>preferences:</p> <ol style="list-style-type: none"> <li>a. Type and scope of training/drill;</li> <li>b. Date, time and venue;</li> <li>c. Estimated number of participants, and</li> <li>d. Existing resources of the requesting party, if any.</li> </ol> <p>2.1 Upon approval, prepare the deployment schedule of Instructors or Evaluators and Emergency Response Team of the PCDRRMO, as needed.</p>			<p>(Administrative and Training Division, PCDRRMO)</p>
<p>3. Attend/Participate on the training/drill being conducted by the Instructors/ Evaluators of PCDRRMO.</p>	<p>3. Conduct lectures, trainings, seminars and/or drills as requested.</p> <ol style="list-style-type: none"> <li>3.1 Instructors shall observe the designed programme of activities.</li> <li>3.2 Evaluators shall observe the actual drill process.</li> </ol>	<p>None</p>	<p>Training/Drill Duration varies based on the programme of instructions and/or schedule presented by the requesting party.</p>	<p><i>Instructors Evaluators and/or Emergency Response Team (PCDRRMO)</i></p>



<p>4. Participate in the evaluation process.</p> <p>4.1 Evaluate the lecture/s, seminar/s and training/s conducted by PCDRRMO;</p> <p style="text-align: center;">OR</p> <p>4.2 Evaluate the drill conducted by the requesting party</p>	<p>4. Conduct of evaluation process.</p> <p>4.1 Have the participants accomplish the module evaluation forms and training course evaluation forms.</p> <p>4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Instructors Evaluators and/or Emergency Response Team (PCDRRMO)</i></p>
<p>5. Coordinate with the demobilization of instructors/ evaluators and/or Emergency Response Team of the PCDRRMO.</p> <p>5.1 Secure and sign the Deployment Form/s and After Activity Report from the assigned personnel of PCDRRMO.</p> <p>5.2 Return to the PCDRRMO, as advised, to claim certification/s of</p>	<p>5. Demobilize the deployed team/s.</p> <p>5.1 Ensure that deployment forms are signed by the requesting party.</p> <p>5.2 Accomplish Post Activity Report and provide a copy for the requesting party.</p> <p>5.3 Advise the requesting party to report</p>	<p>None</p>	<p>25 Minutes</p>	<p>MICHAEL T. FLORES <i>Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)</i></p>



the activity.	to the PCDRRMO for the issuance of certifications			
<b>TOTAL:</b>		None	2 Hours and 28 Minutes (excluding training and drill duration)	

*Note: Duration of the training/drill varies on the programme of activities approved by the requesting party*

### 55. Request for Verification of No Pending Administrative Case for GSIS Loan/s

Securing verification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for GSIS Loan.

<b>Office or Division:</b>	City Legal Office (CLO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Government Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished request form (1 original) - GSIS Loan Profile Application Form - Details to be indicated in the form		Human Resource Management and Development Office (HRMDO) Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished application form to the Receiving/ Releasing Staff of the CLO.	1. Receive and check the completeness of details indicated in the accomplished application form.	None	2 Minutes	MARVIE B. CHENG <i>Administrative Aide I</i> (CLO)  MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)  AIZA C. OTIDA <i>Administrative Aide I</i>



	<p>1.1 Verify if the requesting party is included in the lists of employees with pending administrative case, then recommend issuance; otherwise, deny the application if the requesting party has pending administrative case.</p>	None	2 Minutes	<p>(CLO)</p> <p>MITZIE T. ALVARADO <i>Administrative Aide VI</i> (CLO)</p> <p>GEOVANI S. DE LA TORRE <i>Administrative Aide IV</i> (CLO)</p>
	<p>1.2 Review and sign the GSIS Loan Application Form.</p>	None	3 Minutes	<p>ATTY. SEVERO C. MADRONA JR. <i>City Legal Officer II</i> (CLO)</p>
	<p>1.3 Forward the verified and signed GSIS Loan Application Form to the HRMDO.</p>	None	3 Minutes	<p>MARVIE B. CHENG <i>Administrative Aide I</i> (CLO)</p> <p>MARICEL C. MILLAR <i>Administrative Aide I</i> (CLO)</p> <p>AIZA C. OTIDA <i>Administrative Aide I</i> (CLO)</p>



<b>TOTAL:</b>	None	10 Minutes	
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## 56. Requesting for Clearance as to Property Accountability

Separated employees of Pasay City Government, Officials of National Government Agencies with property accountability to the City Government, and those employees who wish to travel abroad and avail more than thirty (30) days leave of absence, shall secure clearance from property accountability at the General Services Office.

<b>Office or Division:</b>	General Services Office (GSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Separated employees of Pasay City Government, Officials of National Government Agencies with property accountability to the City Government and those employees who wish to travel abroad and avail more than thirty (30) days leave of absence shall secure clearance from property accountability at the General Services Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Clearance Form (1 original, 3 duplicate) - Clearance Form  - Details of the form		Concerned office/department if currently employed, and HRMDO, if separated Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Clearance Form at the receiving counter of GSO, and wait for further instructions.	1. Acknowledge receipt of Clearance Form.	None	2 Minutes	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)
	1.1 Check and verify accountability from the database of Property Acknowledgement Receipt (PAR) and Report on the Physical Count of Property, Plant & Equipment (RPCPPE)/Report on Physical Count of Inventories (RPCI)	None		MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)
	a. Without accountability		10 Minutes	JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)
	b. With accountability:		3 Hours	ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)



	prepare PAR for transfer of accountabilities, verify physical existence of the items, and have the next responsible ranking personnel to sign.			
2. Receive the signed Clearance Form at the GSO releasing counter.	2. Approve the Clearance Form.  2.1 Release the duly approved Clearance Form and the cancelled original PAR, if any, to the requesting party, and retain a photocopy thereof.	None	15 Minutes	ARBIE B. SABULAO <i>Officer-in-Charge</i> (GSO)  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)  MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)  JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)
<b>TOTAL:</b>		None	Without Accountability: 27 Minutes  With Accountability: 3 Hours and 17 Minutes	

## 57. Return of Unserviceable Property/Waste Material

Concerned Department/Office/NGA is obliged to return to the General Services Office all unserviceable properties previously recorded as assets and/or waste materials incidental in the repair of equipment/ machinery so that they may be properly disposed of and dropped from the books of accounts.

<b>Office or Division:</b>	General Services Office (GSO)
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Departments/Offices of the City Government and National Government Agencies assigned in the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Property Return Slip/Waste Material Report Form (1 original, 1 duplicate): <ul style="list-style-type: none"> <li>- Property Return Slip/Waste Material Report Form</li> <li>- Details of the form</li> </ul>		General Services Office (GSO)  Department/Office/NGA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Property Return Slip/Waste Material Report Form at the receiving counter of GSO.	1. Receive and verify correctness of the details in the form.  1.1 Determine the status of the equipment if for disposal, transfer, unserviceable and/or for repair.  1.2 For minimal items store the unserviceable property/waste material in the Stock Room.  1.3 For bulky items, verify on site and inform the end-user to safeguard the items for disposal later in an as is, where is basis.	None	2 Minutes   1 Hour (within the City Hall Building)  3 Hours (outside the City Hall Building)	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)  MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)  JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)





	1.4 Approve the PRS/WMR upon receipt of the actual items returned.			
2. Claim the receiving copy of the Property Return Slip/Waste Material Report at the releasing counter of the GSO.	2. Release a copy of the approved Property Return Slip/Waste Material Report and cancelled PAR.	None	5 Minutes	MARVIN D. GARCIA <i>Administrative Officer II</i> (GSO)
2.1 Sign the Inventory and Inspection Report of Unserviceable Property and return the same to the GSO.	2.1 Prepare Inventory and Inspection Report of Unserviceable Property (IIRUP) with in-house appraisal for signature by the end-user office/ department.	None	3 Hours	MARICAR C. FRIAS <i>Administrative Officer III</i> (GSO)
	2.3 Submit copy of IIRUP and its attachments to COA for appropriate action.			JANELYNN F. MARTIR <i>Administrative Officer III</i> (GSO)
	2.4 Submit copy of IIRUP and its attachments to the Property Disposal Committee for proper disposal			ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV</i> (GSO)
				ARBIE B. SABULAO <i>Officer-in-Charge</i> (GSO)



	proceedings.			
<b>TOTAL:</b>		None	4 Hours and 7 Minutes (within the City Hall Building)	
			6 Hours and 7 Minutes (outside the City Hall Building)	

## 58. Securing Certifications (GSIS)

Securing Certifications of Government Service Insurance System (GSIS) premium contributions, loan payments, etc., from the City Accounting Office.

### *For 2017-present records:*

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing & Remittances Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All Pasay City Government employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
Duly accomplished GSIS Member's Request Form:			
<ul style="list-style-type: none"> <li>- GSIS Member's Request Form</li> <li>- Data/information to be indicated in the form</li> </ul>		GSIS Requester	
Records of Reconciliation of Compulsory Premiums of the requesting employee (1 photocopy)		CAcctgO	
<b>Representative</b>			
Authorization letter or letter request (1 original)		Person Represented (Requester/Document Owner)	
Any government ID card of the person represented (Requester/Document Owner) (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Any government ID card of the		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,	



representative (1 original)		GSIS, COMELEC, LTO		
Duly accomplished GSIS Member's Request Form: - GSIS Member's Request Form - Data/information to be indicated in the form		GSIS Person Represented (Requester/Document Owner)		
Records of Reconciliation of Compulsory Premiums of the person represented (Requester/Document Owner) (1 photocopy)		CAcctgO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving Section.	1. Process the GSIS Certification:	None	2 Days, 7 Hours and 53 Minutes	LARRY RAY I. ORTEGA <i>Administrative Aide IV</i> (CAcctgO)
	1.1 Prepare the certification.			MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
	1.2 Check the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA <i>OIC-City Accountant</i> (CAcctgO)
	1.3 Sign the certification.			
2. Claim the requested document from the City Accounting Office.	2. Release the certification to the client.	None	5 Minutes	LARRY RAY I. ORTEGA <i>Administrative Aide IV</i> (CAcctgO)
<b>TOTAL:</b>		None	3 Days	

**For 2013 – 2016 records:**

<b>Office or Division:</b>	City Accounting Office – Billing & Remittances Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Pasay City Government employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



<b>Principal</b>				
Duly accomplished GSIS Member's Request Form: - GSIS Member's Request Form - Data/information to be indicated in the form		GSIS Requester		
Records of Reconciliation of Compulsory Premiums of the requesting employee		CAcctgO		
<b>Representative</b>				
Authorization letter or letter request		Person Represented (Requester/Document Owner)		
Any government ID card of the person represented (Requester/Document Owner) (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any government ID card of the Representative (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Duly accomplished GSIS Member's Request Form: - GSIS Member's Request Form - Data/information to be indicated in the form		GSIS (Requester/Document Owner)		
Records of Reconciliation of Compulsory Premiums of the person represented (Requester/Document Owner) (1 photocopy)		CAcctgO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving Section.	1. Process the GSIS Certification:	None	6 Days, 7 Hours and 53 Minutes	LARRY RAY I. ORTEGA <i>Administrative Aide IV</i> (CAcctgO)
	1.1 Prepare the certification.			MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
	1.2 Check the certification.			FULGENCIO M. DARUNDAY, CPA <i>OIC-City Accountant</i> (CAcctgO)
1.3 Sign the certification.		2 Minutes		
2. Claim the	2. Release the certification to	None	5 Minutes	LARRY RAY I. ORTEGA <i>Administrative Aide IV</i>



requested document from the City Accounting Office- Releasing Section.	the employee.			(CAcctgO)
<b>TOTAL:</b>		None	7 Days	

**For 2012 and below records:**

<b>Office or Division:</b>	City Accounting Office (CAcctgO) – Billing & Remittances Section		
<b>Classification:</b>	Highly Complex		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All Pasay City Government employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal</b>			
Duly accomplished GSIS Member's Request Form:			
<ul style="list-style-type: none"> <li>- GSIS Member's Request Form</li> <li>- Data/information to be indicated in the form</li> </ul>		GSIS Requester	
Records of Reconciliation of Compulsory Premiums of the requesting employee		CAcctgO	
<b>Representative</b>			
Authorization letter or letter request		Person Represented (Requester/Document Owner)	
Any government ID card of the person represented (Requester/Document Owner) (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Any government ID card of the representative (1 original)		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Duly accomplished GSIS Member's Request Form:			
<ul style="list-style-type: none"> <li>- GSIS Member's Request Form</li> <li>- Data/information to be indicated in the form</li> </ul>		GSIS (Requester/Document Owner)	
Records of Reconciliation of Compulsory Premiums of the person represented (Requester/Document Owner) (1 photocopy)		CAcctgO	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving Section.	1. Process the GSIS Certification:	None	19 Days, 7 Hours and 53 Minutes	LARRY RAY I. ORTEGA <i>Administrative Aide IV</i> (CAcctgO)
	1.1 Prepare the certification.			MARICEL B. ROBLES <i>Senior Administrative Assistant IV</i> (CAcctgO)
	1.2 Check the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA <i>OIC-City Accountant</i> (CAcctgO)
2. Claim the requested document from the City Accounting Office.	2. Release the certification to the client.	None	5 Minutes	LARRY RAY I. ORTEGA <i>Administrative Aide IV</i> (CAcctgO)
<b>TOTAL:</b>		None	20 Days	

## 59. Security Assistance to City Government Departments/Offices

The Public Order and Safety Unit provide security assistance to city government departments/offices, as may be required from time to time.

<b>Office or Division:</b>	Public Order and Safety Unit (POSU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Pasay City Government Departments/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved written request or memo from concerned department/office - Written Request (1 photocopy) - Approval thereof (1 photocopy)		Concerned department/office City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved written request to	1. Receive the approved	None	2 Minutes	ROWENA P. CANLAS <i>Administrative Aide IV</i> (POSU)



POSU Office Receiving Section.	written request.			SAMARITA B. MARIANO <i>Security Guard I</i> (POSU)
2. Discuss with the assigned POSU personnel the details of request such as security assistance needed in specific areas where task/ assignment/ program will be executed or implemented.	2. Note the details of request and confirm the extension of security assistance.  2.1 Meet the POSU Security Team for their deployment after providing instructions on their task assignment/s.	None	58 Minutes	ROBERTO A. GONZAGA <i>Security Agent II</i> (POSU Operations Team/Task Force)  or  POSU OPERATIONS TEAM/TASK FORCE  NOEL M. SAURA <i>Security Officer II/ Officer-in-Charge</i> (POSU)
	<b>TOTAL:</b>	None	1 Hour	

## 60. Signing of Checks for Payment of Various Obligations

The Office of the City Vice Mayor processes the check signing for the payment of various obligations of the City Government departments/offices under the Legislative Department.

<b>Office or Division:</b>	Office of the City Vice Mayor (OCVM)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government; G2C-Government to Citizen
<b>Who may avail:</b>	Employees, former employees, and other offices under the legislative department
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Payment of Salary:</b> <ul style="list-style-type: none"> <li>- Approved payroll (1 original)</li> <li>- Disbursement Voucher for Cash Advance (1 original)</li> </ul>	Human Resource Management and Development Office (HRMDO), City Budget Office (CBO), City Accounting Office (CAcctgO), City Treasurer’s Office (CTO) CTO, CAcctgO
<b>For Payment of Terminal Leave</b>	



<b>Benefits:</b>				
<ul style="list-style-type: none"> <li>- Approved Voucher (1 original)</li> <li>- Approved Obligation Request (1 original)</li> <li>- Approved Leave Application (1 original)</li> <li>- Computation of Terminal Leave (1 original)</li> </ul>		HRMDO, CBO, CAcctgO, CTO		
		HRMDO, CBO		
		HRMDO		
		HRMDO		
<b>For Payment of Seminar/Training Fees:</b>				
<ul style="list-style-type: none"> <li>- Approved Voucher (1 original)</li> <li>- Approved Obligation Request (1 original)</li> <li>- Approved Travel Order (1 original)</li> </ul>		CAcctgO and CTO		
		Concerned Department/Office, CBO		
		OCVM		
<b>For Payment of Services/Repairs:</b>				
<ul style="list-style-type: none"> <li>- Approved Voucher (1 original)</li> <li>- Approved Obligation Request (1 original)</li> </ul>		General Services Office, CAcctgO, CTO, OCVM		
		Concerned Department/Office, CBO, OCVM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit check and supporting documents to the Administrative Section of the Office of the Vice Mayor for review of documents.	1. Evaluate the documents.	None	7 Hours 25 Minutes	RICHARD T. FELIX <i>Supervising Administrative Officer</i> (OCVM)
	1.1 Check will then be forwarded to the Vice Mayor for his approval			ROLANDO M. OSIT <i>Administrative Assistant II</i> (OCVM)
	1.2 Transmit the signed checks to the Office of the City Accountant for proper action	None	30 Minutes	ANGELITO S. DELA CRUZ <i>Administrative Assistant II</i> (OCVM)
				ROMMEL M. TORRES <i>Administrative Aide I</i> (OCVM)
				EDUARDO LUIS RAYMUNDO M.





				CASTRO <i>Administrative Aide I</i> (OCVM)
2. Follow-up the status of check at the OCVM.	2. Advise the client that the check has been signed, and was already transmitted to City Accountant's Office.	None	5 Minutes	ARNEL A. UBALDE <i>Administrative Officer IV</i> (OCVM)  ROMMEL M. TORRES <i>Administrative Aide I</i> (OCVM)
<b>TOTAL</b>		None	1 Day	

## 61. Signing of Pasay City Government's (PCG) Clearance Form

The Office of the City Vice Mayor signs the PCG Clearance Form of City Government employees under the Legislative Department.

<b>Office or Division:</b>	Office of the Vice Mayor (OCVM)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Legislative Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished PCG Clearance Form (1 original): - PCG Clearance Form - Information/details to be indicated in the form		OCVM Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished form to the Administrative Section of the OCVM for evaluation.	1. Evaluate the entries on the PCG Clearance Form to check and verify data.	None	5 Minutes	RICHARD T. FELIX <i>Supervising Administrative Officer</i> (OCVM)
	1.2 Forward the	None	1 Day	ROLANDO M. OSIT



	PCG Clearance Form to the Vice Mayor for signature.			Administrative Assistant II (OCVM)
2	Claim the approved PCG Clearance Form from the OCVM.	2. Release the approved PCG Clearance Form to the requesting party.	None	5 Minutes
				ROMMEL M. TORRES Administrative Aide I (OCVM)  EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I (OCVM)
<b>TOTAL:</b>			None	1 Day and 10 Minutes

## 62. System Access for Automated Systems

The Information and Communications Technology Office provides User's Access to City Government departments/offices.

<b>Office or Division:</b>	Information & Communications Technology Office (ICTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Departments/Offices of Pasay City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter or  Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee		Requesting department/office  ICTO Requesting department/office		
Local Area Network		ICTO		
UTP cable (length depends on the location of the PC from the patch panel)		Requesting department/office		
RJ45 connector (2 pieces per cable)		Requesting department/office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorse the	1. Accept and	None	1 Minute	CLAIRE S. SANTOS Data Controller II/



request letter or submit the duly accomplished request form to the ICTO.	acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.			Front Desk Officer (ICTO)
2. Wait for the processing of the said request by the ICTO.	2. Process the request by creating Systems User's Access for the requesting department/ office.	None	3 Minutes	TERESITA T. ESPIRITU Information Technology Officer I/System Administrator (ICTO)
3. Proceed to the System Administrator of the ICTO for the activation of user's access.	3. Provide account name for the user of the requesting department/ office, and ask him/her to key in password thereat.	None	1 Minute	TERESITA T. ESPIRITU Information Technology Officer I/System Administrator (ICTO)
<b>TOTAL:</b>		None	5 Minutes	

**63. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Processing of Purchase Order (PO) and Notice to Proceed (NTP)**

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

<b>Office or Division:</b>	General Services Office (GSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government



Agencies (NGAs) financially assisted by the City Government				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed BAC Resolution (2 original)		BAC Secretariat		
Signed Notice of Award (2 original, 1 duplicate)		BAC Secretariat		
Bid Evaluation Report (1 original)		BAC Secretariat		
Post-Qualification Report (1 original)		BAC Secretariat		
Eligibility Requirements (1 original, 1 duplicate)		BAC Secretariat		
Purchase Request (2 original, 2 duplicate)		Requesting Department/Office/NGA		
Obligation Request (2 original, 2 duplicate)		Requesting Department/Office/NGA		
Certificate of Availability of Appropriation (CAA) (2 original)		Requesting Department/Office/NGA		
Annual Procurement Plan (APP) (1 photocopy)		Requesting Department/Office/NGA		
Project Procurement Management Plan (PPMP) (1 photocopy)		Requesting Department/Office/NGA		
Project Brief/Project Proposal (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
Specifications/Terms of Reference/Scope of Works (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
Certificate of Canvass/Price Certification (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
<i>If for repair of equipment/machinery:</i> Request for Pre-Repair Inspection (1 original, 1 certified true copy)		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed BAC Resolution and Notice of Award and other relative bidding documents.	1. Check the completeness of the submitted bidding documents and inform the supplier/contractor to submit Performance Bond.	None	5 Minutes	FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer /BAC Secretariat Member (GSO)</i>
	1.1 Prepare the PO and NTP and transmit to the Office of the Mayor for approval and signature.	None	15 Minutes	MERCYDITA A. IGUIS <i>Administrative Officer I (GSO)</i>
2. Endorse PO and NTP duly signed and approved by the City Mayor to	2. Receive the duly signed and approved PO and NTP and inform the	None	3 Minutes	FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer /BAC Secretariat</i>



GSO.	supplier/contractor for signature.			Member (GSO)
2.1 Receive the signed PO.	2.1 Prepare transmittal of copy of signed PO/Contract for submission to the Commission on Audit (COA) and to the end-user office/department.	None	5 Minutes	ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	2.2 Check, sign and submit the transmittal and its attachments.	None	2 Minutes	MARICAR C. FRIAS Administrative Officer III (GSO)
				ARBIE B. SABULAO Officer-in-Charge (GSO)
<b>TOTAL:</b>		None	30 Minutes	

*Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184*

#### **64. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements**

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

<b>Office or Division:</b>	General Services Office (GSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Offices/Departments of the City Government and National Government Agencies (NGAs) financially assisted by the City Government
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Purchase Request (2 original, 2 duplicate)	Requesting Department/Office/NGA
Obligation Request (2 original, 2 duplicate)	Requesting Department/Office/NGA
Certificate of Availability of Appropriation (CAA) (2 original)	Requesting Department/Office/NGA
Annual Procurement Plan (APP) (1 photocopy)	Requesting Department/Office/NGA
Project Procurement Management Plan (PPMP) (1 photocopy)	Requesting Department/Office/NGA
Project Brief/Project Proposal (1 original, 1 certified true copy)	Requesting Department/Office/NGA



Specifications/Terms of Reference/Scope of Works (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
Certificate of Canvass/Price Certification (1 original, 1 certified true copy)		Requesting Department/Office/NGA		
<i>If for repair of equipment/machinery:</i> Request for Pre-Repair Inspection (1 original, 1 certified true copy)		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO.	4. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action.	None	5 Minutes	BAC Secretariat Members:  FE ESPERANZA S. SEIJO <i>Supervising Administrative Officer (GSO)</i>  ALLAIN EDBERT A. VELASCO <i>Administrative Officer IV (GSO)</i>  MARICAR C. FRIAS <i>Administrative Officer III (GSO)</i>
<b>TOTAL:</b>		None	5 Minutes	

*Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184*

## 65. Technical Support to the Activities of Different Offices

The Information and Communications Technology Office serves as the Technical Support in all the Department/Offices of Pasay City Government

<b>Office or Division:</b>	Information & Communications Technology Office (ICTO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Departments/Offices of Pasay City Government
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter or  Duly Accomplished request form: (1 original) - Request Form - Information of the request and	Requesting department/office    ICTO Requesting department/office



signature of the requestee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form.	None	1 Minute	CLAIRE S. SANTOS <i>Data Controller II/ Front Desk Officer (ICTO)</i>
2. Wait for the processing of the said request by the ICTO.	2. Process the request by assigning Technical Personnel who will perform such activity.	None	3 Minutes	TERESITA T. ESPIRITU <i>Information Technology Officer I/ Administrative Support Section (ICTO)</i>
3. Follow-up status of your request at the ICTO.	3. Inform the contact person from the concerned office/ department of the action taken with regard to the said request.	None	1 Minute	CLAIRE S. SANTOS <i>Data Controller II/ Front Desk Officer (ICTO)</i>
<b>TOTAL:</b>		None	5 Minutes	

## 66. Uploading & Posting of Official Documents to Pasay City Website/Scanning of Documents

The Information and Communications Technology Office manages the Pasay City Official Website ([www.pasay.gov.ph](http://www.pasay.gov.ph)), which is a web portal where Pasayenos can acquire updated information 24 hours a day, seven days a week (24/7), about the city's activities on revenue collection, planning and administration, public services management, legislation and regulation, including latest news and updates about the city.

<b>Office or Division:</b>	Information & Communications Technology Office (ICTO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Departments/Offices of Pasay City Government



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter or  Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee		Requesting department/office  ICTO Requesting department/office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO Personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS <i>Data Controller II/ Front Desk Officer (ICTO)</i>
2. Wait for the processing of the said request by the ICTO.	2. Process the request by performing website coding, updating and file uploading on the portal of the City Government	None	3 Minutes	ROBERTO M. VILLALUNA <i>Senior Administrative Assistant I/Web Administrator (ICTO)</i>
3. Follow-up status of your request at the ICTO.	3. Inform the contact person from the concerned office/ department of with regard to the said request.	None	1 Minute	CLAIRE S. SANTOS <i>Data Controller II/ Front Desk Officer (ICTO)</i>
<b>TOTAL:</b>		None	5 Minutes	





## FEEDBACK AND COMPLAINTS MECHANISMS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of the Pasay City Government-Public Assistance and Complaints Desk (PCG-PACD) at the Ground Floor of Pasay City Hall</p> <p>or</p> <p>You may send your feedback by sending your PM to the Official FB Account of the Public Information Office (PIO).</p> <p>Contact info: Human Resource Management and Development Office (HRMDO) at 888-PASAY (72729) local 1253, and PIO at 888-PASAY (72729) local 1284 and 1285.</p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the assigned personnel at the PCG-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the HRMDO.</p> <p>Feedback forms are forwarded to concerned departments/offices for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the assigned personnel from the PIO will check the messenger inbox of the PIO Facebook Account. Screenshots of messages will be forwarded to concerned department/office for proper action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: (HRMDO) at 888-PASAY</p>



	(72729) local 1253 and PIO at 888-PASAY (72729) local 1284 and 1285.
How to file a complaint	<p>Answer the feedback/complaint form, and drop it in the suggestion box in front of the PCG-PACD at the Ground Floor of Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Or</p> <p>You may visit the official page of PIO and send your complaint thru PM.</p> <p>For inquiries and follow-ups, citizen may contact #s: (HRMDO) at 888-PASAY (72729) local 1253, and PIO at 888-PASAY (72729) local 1284 and 1285.</p>
How complaints are processed	<p>The personnel at the PCG-PACD opens the suggestion box every 4:00 P.M. on a daily basis, retrieves the enclosed forms, and forwards the same at the Human Resource Management and Development Office (HRMDO).</p> <p>The HRMDO Complaint and Investigation Unit shall evaluate the complaint or client concern and forward it to concerned departments/offices for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their complaint.</p> <p>Or</p>



	<p>On a daily basis, the assigned personnel from the PIO will check the messenger inbox of the PIO Facebook Account. Screenshots of messages will be forwarded to concerned department/office for proper action.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact #s: HRMDO at 888-PASAY (72729) local 1253, and PIO at 888-PASAY (72729) local 1284 and 1285.</p>
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB: 0908-8816565



**DIRECTORY OF DEPARTMENTS/ OFFICES' FEEDBACK AND COMPLAINTS MECHANISMS**

LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
<b>F I R S T F L O O R</b>										
Room #102, Pasay City Hall	City Treasurer's Office	Tanggapan ng Ingat-Yaman ng Lungsod	Suggestion Box, Tel. No., Email Address	72 H	72 H	888-PASAY (72729) Local 1102	-	pasaycto.admn@gmail.com	-	FCSF, HCSMQ
Room #103, Pasay City Hall	Information & Communications Technology Office	Tanggapan ng Teknolohiyang Pang-impormasyon at Komunikasyon	Suggestion Box, Tel. Nos., Email Address	2 D	2 D	888-PASAY (72729) Local 1110	-	icto@pasay.gov.ph	-	FCSF, HCSMQ
Room #104, Pasay City Hall	Local Civil Registry Office	Tanggapang Lokal ng Patalaang Sibil	Suggestion Box, Tel. Nos., Email Address FB Page	48 H	48 H	888-PASAY (72729) Local Nos. 1131, 1132, 1133	-	lcropasay@gmail.com	@lcropasay	FCSF, HCSMQ
Room #105, Pasay City Hall	General Services Office	Tanggapan ng Pang-kalahatang Serbisyo	Suggestion Box, Tel. Nos., Email Address	48 H	48 H	888-PASAY (72729) Local 1123	-	gso@pasay.gov.ph	-	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
Room #106, Pasay City Hall	City Health Office	Tanggapan ng Kalusugan ng Lungsod	Suggestion Box, Tel. No., Email Address	2 D	2 WD	888-PASAY (72729) Local 1142	-	pasaycityhealthoffice@yahoo.com.ph	-	FCSF, HCSMQ
Room #110, Pasay City Hall	City Assessor's Office	Tanggapan ng Tagatasa ng Lungsod	Suggestion box, Tel. No., Email Address	2 D	2 WD	888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164	-	assessorpasay@gmail.com.	-	FCSF, HCSMQ
Room #112, Pasay City Hall	Board of Tax Appeal	Lupong Lokal ng Pag-apela sa Pagtatasa	Suggestion Box, Tel. No., Email Addresses	24 H	24 H	888-PASAY (72729) Local 1151	-	boardoftaxappeals@gmail.com  bentulanluisa@gmail.com	-	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
<b>S E C O N D F L O O R</b>										
Room #201, Pasay City Hall	People's Law Enforcement Board	Lupon sa Pagpapatupad ng Batas ng Mamamayan	Suggestion Box, Tel. No., Email Address FB Page	48 H	3 WD	888-PASAY (72729) Local 1293	-	plebpasay@yahoo.com	PLEB Pasay Facebook	FCSF, HCSMQ
Room #203, Pasay City Hall	City Mayor's Office	Tanggapan ng Alkalde ng Lungsod	Suggestion Box, Tel. Nos., Email Address	1 D	1 D	888-PASAY (72729) Local Nos. 1201, 1207,	-	mayor_emi@pasay.gov.ph	Mayor Emi Calixto-Rubiano	FCSF, HCSMQ
Room #203, Pasay City Hall	Internal Audit Services Office	Tanggapan ng Serbisyong Awdit Internal	Suggestion Box, CP No., Email Address	48 H	48 H	888-PASAY (72729) Local 1219	(0961) 1143167	iaso.pasaylgu@gmail.com	-	FCSF, HCSMQ
Room #204, Pasay City Hall	City Administrator's Office	Tanggapan ng Tagapangasiwa ng Lungsod	Suggestion Box, Tel. No.	24 H	24 H	888-PASAY (72729) Local Nos. 1233, 1234	-	pasay.caoffice@gmail.com	-	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
Room #205, Pasay City Hall	City Legal Office	Tanggapan ng Pinunong Pambatas ng Lungsod	Suggestion Box, Tel. Nos.	48 H	48 H	888-PASAY (72729) Local 1243	-	-	-	FCSF, HCSMQ
Room #206, Pasay City Hall	Human Resource Management & Development Office	Tanggapan ng Pamamahala at Pagpapaunlad ng Yamang Tao	Suggestion Box, Tel. No., FB Page	48 H	48 H	888-PASAY (72729) Local 1253	-	-	@pasayhr	FCSF, HCSMQ
Room #207, Pasay City Hall	Business Permits and Licensing Office	Tanggapan ng Permiso at Paglilisen-sya sa Negosyo	Suggestion Box, Tel. Nos., Email Addresses, FB Page	24 H	24 H	888-PASAY (72729) Local Nos. 1246, 1247	-	pasay.bplo@gmail.com bplo@pasay.gov.ph	<a href="https://www.facebook.com/BPLOPasayCity">https://www.facebook.com/BPLOPasayCity</a>	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
Room #208, Pasay City Hall	Pasay Social Welfare Development Department	Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad ng Pasay	Suggestion box, Tel. No., Email Addresses, FB Page	48 H	48 H	888-PASAY (72729) Local 1258	-	pswdpasaycity@yahoo.com.ph  pswddpasaycity@gmail.com	<a href="https://www.facebook.com/pswdd.pasay">https://www.facebook.com/pswdd.pasay</a> y	FCSF, HCSMQ
Room #209, Pasay City Hall	Urban Development and Housing Office	Tanggapan ng Panlungsod na Pagpapaunlad at Pabahay	Suggestion box, Tel. and CP Nos., FB Page	48 H	48 H	888-PASAY (72729) Local Nos. 1262, 1263	(0906) 2091525	-	Udho Pasay (official)	FCSF, HCSMQ
Room #210, Pasay City Hall	City Budget Office	Tanggapan ng Badyet ng Lungsod	Suggestion box, Tel. No., Email Address	48 H	48 H	888-PASAY (72729) Local Nos. 1270, 1271	-	citybudgetoffice.pasay@gmail.com	-	FCSF, HCSMQ





LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESSES	FB PAGE/ LINK/@	
				F	C	TEL	CP			
Room #211, Pasay City Hall	City Planning & Development Office	Tanggapan ng Pagpapalano at Pagpapalunlad ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	888-PASAY (72729) Local Nos. 1274, 1275	-	cpdopasay@gmail.com.	-	FCSF, HCSMQ
Room #212, Pasay City Hall	Tricycle and Pedicab Franchising Regulatory Office	Tanggapan ng Nangangasiwa ng Prangkisa ng Traysikel at Padyak	Suggestion box, Tel. No. Email Address	36 H	3 D	888-PASAY (72729) Local Nos. 1277, 1278, 1279	-	tpfropasaygov@gmail.com	-	FCSF, HCSMQ
Room #214, Pasay City Hall	Public Information Office	Tanggapan ng Impormasyong Pampubliko	Suggestion box, Tel. No., Email Address FB Page	1 D	1 D and 10 M	888-PASAY (72729) Local 1284	-	pasaypio@gmail.com	@pasaypio	FCSF, HCSMQ
Room #216, Pasay City Hall	City Anti-Drugs Abuse Council	Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod	Suggestion box, CP Nos., FB Page	48 H	48 H	888-PASAY (72729) Local Nos. 1290, 1291	(0966) 7957565  (0960) 5897760	-	@pasaycitycadac	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESSES	FB PAGE/ LINK/@	
				F	C	TEL	CP			
<b>T H I R D F L O O R</b>										
Room #303, Pasay City Hall	Pasay City Barangay Bureau	Kawanihang Pambarangay ng Lungsod Pasay	Suggestion box, Tel. No., Email Address FB Page	3 D	3 D	888- PASAY (72729) Local Nos. 1351, 1352, 1353	-	pcbbpasa y@gmail. com	<a href="https://www.facebook.com/PCBB2017/">https://ww w.faceboo k.com/PC BB2017/</a>	FCSF, HCSMQ
Room #304, Pasay City Hall	Pasay City Environment & Natural Resources Office	Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay	Suggestion box, Tel. No.	48 H	48 H	888- PASAY (72729) Local 1332	-	-	-	FCSF, HCSMQ
Room #305, Pasay City Hall	City Accounting Office	Tanggapan ng Akawnting ng Lungsod	Suggestion box, Tel. No.	24 H	24 H	888- PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347	-	-	-	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO			FORM/S	
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS		FB PAGE/ LINK/@
				F	C	TEL	CP			
Room #306, Pasay City Hall	Pasay City Public Library	Pamublikong Aklatan ng Lungsod Pasay	Suggestion box, Tel. No., Email Address FB Page	2 D	2 WD	888-PASAY (72729) Local 1362	-	pcpl50@yahoo.com	<a href="https://www.facebook.com/PSYCTYPUBLIB50">https://www.facebook.com/PSYCTYPUBLIB50</a>	FCSF, HCSMQ
Room #307, Pasay City Hall	Public Order & Safety Unit	Yunit ng Pamublikong Kaayusan at Kaligtasan	Suggestion box, Tel. No., Email Address FB Page	2 D	2 WD	888-PASAY (72729) Local Nos. 1351, 1352, 1353	-	posu.pasay@gmail.com	<a href="https://www.facebook.com/POSUPasay">https://www.facebook.com/POSUPasay</a>	FCSF, HCSMQ
Room #308, Pasay City Hall	Pasay City Disaster Risk Reduction & Management Office	Tanggapan ng Pagbawas at Pamamahala sa Panganib na Dulot ng Sakuna ng Lungsod Pasay	Suggestion box, Tel. Nos., Email Addresses, FB Page	48 H	48 H	888-PASAY (72729) Local Nos. 1371, 1372, 1373	-	drmo@pasay.gov.ph pasaycdrmo@gmail.com	<a href="https://www.facebook.com/pcdrmorescue/">https://www.facebook.com/pcdrmorescue/</a>	FCSF, HCSMQ
Room #310, Pasay City Hall	Public Employment Services Office	Tanggapan ng Pamublikong Serbisyong Pang-emplo	Suggestion box, Tel. No. Email Address, FB Page	24 H	24 H	888-PASAY (72729) Local 1321	-	pesopasay@gmail.com	<a href="https://www.facebook.com/itspesopasay">https://www.facebook.com/itspesopasay</a>	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
Room #311, Pasay City Hall	City Engineer's Office	Tanggapan ng Inhenyeriya ng Lungsod	Suggestion box, Tel. Nos., Email Address	48 H	48 H	888-PASAY (72729) Local 1301	-	engineering@pasay.gov.ph	-	FCSF, HCSMQ
<b>F O U R T H F L O O R</b>										
Room #404, Pasay City Hall	Office of Councilor KING MARLON A. MAGAT	Tanggapan ni Konsehal KING MARLON A. MAGAT	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	888-PASAY (72729) Local Nos. 1405, 1406	-	councilorkhemagat@gmail.com	<a href="https://www.facebook.com/khemagat">https://www.facebook.com/khemagat</a>	FCSF, HCSMQ
Room #405, Pasay City Hall	Office of Councilor DONNABEL M. VENDIVEL	Tanggapan ni Konsehala DONNABEL M. VENDIVEL	Suggestion box, Tel. No. Email Address FB Page	24 H	3 D	888-PASAY (72729) Local 1409	-	donnabelvendivel@gmail.com	<a href="https://www.facebook.com/konsehaldonnabendivel">https://www.facebook.com/konsehaldonnabendivel</a>	FCSF, HCSMQ
Room #406, Pasay City Hall	Office of Councilor ABRAHAM ALBERT Q. ALVINA	Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA	Suggestion box, Tel. No., Email Address	48 H	48 H	888-PASAY (72729) Local Nos. 1411, 1412	-	councilorabrahamalbert@gmail.com	-	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO			FORM/S	
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS		FB PAGE/ LINK/@
				F	C	TEL	CP			
Room #407, Pasay City Hall	Office of Councilor MARLON A. PESEBRE	Tanggapan ni Konsehal MARLON A. PESEBRE	Suggestion box, Tel. No., FB Page	48 H	48 H	888-PASAY (72729) Local Nos. 1414, 1415	-	mpesebre17@gmail.com	@Councilor Marlon Pesebre	FCSF, HCSMQ
Room #408, Pasay City Hall	Office of Councilor ANGELO NICOL P. ARCEO	Tanggapan ni Konsehal ANGELO NICOL P. ARCEO	Suggestion box, Tel. No., Email Address	24 H	24 H	888-PASAY (72729) Local Nos. 1417, 1418	-	teamarceo2022@gmail.com	-	FCSF, HCSMQ
Room #409, Pasay City Hall	Office of Councilor JENNIFER D. PANALIGAN	Tanggapan ni Konsehala JENNIFER D. PANALIGAN	Suggestion box, Tel. No., Email Address	24 H	24 H	888-PASAY (72729) Local 1421	-	panaligana llanjen@gmail.com	-	FCSF, HCSMQ
Room #410, Pasay City Hall	Office of Councilor MARK ANTHONY A. CALIXTO	Tanggapanni Konsehal MARK ANTHONY A. CALIXTO	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	888-PASAY (72729) Local Nos. 1423, 1424	-	kmc.rm410@gmail.com	<a href="https://www.facebook.com/KonsehalMarkCalixto">https://www.facebook.com/KonsehalMarkCalixto</a>	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO			FORM/S	
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS		FB PAGE/ LINK/@
				F	C	TEL	CP			
Room #411, Pasay City Hall	Office of Councilor RICARDO E. SANTOS	Tanggapanni Konsehal RICARDO E. SANTOS	Suggestion box, Tel. No., Email Address FB Page	24 H	3 D	888-PASAY (72729) Local 1427	-	konsehaling santos411@gmail.com	<a href="https://www.facebook.com/kaibigandingsantos">https://www.facebook.com/kaibigandingsantos</a>	FCSF, HCSMQ
Room #412, Pasay City Hall	Liga ng mga Barangay		Suggestion box, Tel. No., Email Address	1 WD	2 WD	888-PASAY (72729) Local 1430	-	lnbpasay2024@gmail.com	-	FCSF, HCSMQ
Room #417, Pasay City Hall	Tourism and Cultural Development Office	Tanggapan ng Pagpapaulad ng Turismo at Pangkultura	Suggestion box, Tel. No.	24 H	24 H	888-PASAY (72729) Local Nos. 1451, 1452	-	pasaytourism@gmail.com	-	FCSF, HCSMQ
Room #418, Pasay City Hall	SK Federation Office	Tanggapan ng Pederasyon ng Sangguniang Kabataan	Suggestion box, Tel. No., Email Address	48 H	48 H	888-PASAY (72729) Local Nos. 1456, 1457	-	skfederationpasay@gmail.com	-	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO			FORM/S	
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS		FB PAGE/ LINK/@
				F	C	TEL	CP			
Room #420, Pasay City Hall	Office of Councilor MARIA ANTONIA C. CUNETA	Tanggapan ni Konsehala MARIA ANTONIA C. CUNETA	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	888-PASAY (72729) Local Nos. 1465, 1466	-	councilortonya@gmail.com	<a href="https://www.facebook.com/KonsehalTonyaCuneta">https://www.facebook.com/KonsehalTonyaCuneta</a>	FCSF, HCSMQ
Room #421, Pasay City Hall	Office of Councilor MARY GRACE B. SANTOS	Tanggapan ni Konsehala MARY GRACE B. SANTOS	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	888-PASAY (72729) Local Nos. 1468, 1469	-	councilor.grace.santos@gmail.com	<a href="https://www.facebook.com/CouncilorGraceSantosOfficial">https://www.facebook.com/CouncilorGraceSantosOfficial</a>	FCSF, HCSMQ
Room #422, Pasay City Hall	Office of Councilor EDITHA Y. MANGUERRA	Tanggapan ni Konsehala EDITHA Y. MANGUERRA	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	888-PASAY (72729) Local Nos. 1472, 1473	-	counedithmanguerra@gmail.com	<a href="https://www.facebook.com/edit.h.manguerra.900">https://www.facebook.com/edit.h.manguerra.900</a>	FCSF, HCSMQ
Room #423, Pasay City Hall	Office of Councilor JOSE C. ISIDRO JR.	Tanggapan ni Konsehal JOSE C. ISIDRO JR.	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	888-PASAY (72729) Local Nos. 1475, 1476	-	joeycalixtoisidro@pasay.gov.ph	@KonsehalJoeyCalixtoisidro	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO			FORM/S	
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS		FB PAGE/ LINK/@
				F	C	TEL	CP			
Room #424, Pasay City Hall	Office of the City Secretariat	Tanggapan ng Kalihim ng Sangguniang Panlungsod	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432	-	pasaycitysecretariat@gmail.com	@secpasacity	FCSF, HCSMQ
Room #426, Pasay City Hall	Pasay Cooperative Development Office	Tanggapan ng Pagpapangunlad ng Kooperatibang Pasay	Suggestion box, Tel. No., Email Address	2 D	2 D	888-PASAY (72729) Local Nos. 1436, 1437, 1438	-	citycoopofc@pasay.gov.ph coop@pasay.gov.ph	https://www.facebook.com/pasaycitycoopdevt	FCSF, HCSMQ
Room #427, Pasay City Hall	City Vice Mayor's Office	Tanggapan ng Bise Alkalde ng Lungsod	Suggestion box, Tel. No., Email Address	1 D	1 D	888-PASAY (72729) Local 1443	-	vmyetbo64@yahoo.com	-	FCSF, HCSMQ





LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
<b>O U T S I D E O F F I C E S</b>										
Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City	City Prosecutor's Office	Tanggapan ng Taga-Usig ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	8824-0433	-	ocppasay@doj.gov.ph	-	FCSF, HCSMQ
F.B. Harrison, Pasadeña St., Pasay City	City University of Pasay	Unibersidad ng Lungsod Pasay	Suggestion box, Tel. No., Email Address	48 H	48 H	8551-1342	-	cityunipasay@gmail.com	-	FCSF, HCSMQ
BAC 11, Barangay 190, Pasay City	City Veterinarian's Office	Tanggapan ng Beterinaryo ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	8834-1176	-	pasaycityvet@gmail.com	-	FCSF, HCSMQ
Derham St., corner Roxas Blvd., Pasay City	Cuneta Astrodome		Suggestion box, Tel. Nos., Email Address	48 H	48 H	8831-4652 8831-4732	-	gar_thor@yahoo.com	-	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
Derham corner F.B. Harrison Street, Barangay 76, Pasay City	Derham Park and Sports Complex	Parke ng Derham at Panlunang Pampalakasan	Suggestion box, Tel. Nos.	48 H	24 H	8831-4792 8833-2161	-	-	-	FCSF, HCSMQ
G/F OSCA Building, Derham St., Pasay City	Office of the Senior Citizen's Affairs	Tanggapan para sa Kapakanan ng mga Nakatatanda	Suggestion box, Tel. No. FB Page	2 D	48 H	8804-0976	-	oscapasaycity2019@gmail.com	<a href="https://www.facebook.com/osc.a.pasay">https://www.facebook.com/osc.a.pasay</a>	FCSF, HCSMQ
P. Burgos Street, Barangay 60, Pasay City	Pasay City General Hospital	Pangalahatang Pagamutan ng Lungsod Pasay	Suggestion box, Tel. and CP Nos., Email Address, FB Page	48 H	48 H	8833-6022	-	pcghclinicalservices@gmail.com pcghhopss@gmail.com	@PasayCityGenHospital	FCSF, HCSMQ
400 Sarhento Mariano St., Pasay City	Pasay City Public Cemetery & Crematorium	Pam-publikong Sementeryo at Krematoryo ng Lungsod Pasay	Suggestion box, Tel. No., Email Address	24 H	3 WD	7625-9265	-	cemeterypasay@gmail.com	-	FCSF, HCSMQ



LOCATION	DEPARTMENT/OFFICE		FEEDBACK AND COMPLAINTS			CONTACT INFO				FORM/S
			MECHANISMS	TOTAL PROCESSING TIME		NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	
				F	C	TEL	CP			
Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City	Pasay City Public Market	Pam-publikong Pamilihan ng Lungsod Pasay	Suggestion box, Tel. Nos., Email Address, FB Page	24 H	24 H	8556-4497 8556-6884	-	pasaycitypublicmarket@gmail.com	<a href="https://www.facebook.com/pcpadminoffice">https://www.facebook.com/pcpadminoffice</a>	FCSF, HCSMQ
Derham Park and Sports Complex, F.B. Harrison St., Pasay City	Pasay Traffic & Parking Management Office	Tanggapan ng Pamamahala ng Trapiko at Paradahan ng Pasay	Suggestion box, Tel. Nos., Email Address, FB Page	24 H	1 H	8889-0218 8252-3846	-	trafficpasay@gmail.com	<a href="https://www.facebook.com/PTPMO">https://www.facebook.com/PTPMO</a>	FCSF, HCSMQ
Unit 12, Mayor's Coordinating Office, Cuneta Astrodome, Roxas Blvd., Pasay City	Persons with Disability Affairs Office	Tanggapan ukol sa Ugnayang Pangmaykapansanan	Suggestion box, Tel. No., Email Address	3 D	3 D	8370-5478	-	pdaopasay2018@gmail.com	-	FCSF, HCSMQ



**Legend:**

FCSF – Feedback/Complain/Suggestion Form; HCSMQ – Harmonized Client Satisfaction Measurement Questionnaire; F – Feedback; C – Complaint; WD – Working Days; D- Day/s; H – Hours; M – Minu



## LIST OF OFFICES

Rm #	Office/ Department	Head of Office	Address of Agency	Local No/s.
<b>GROUND FLOOR – 888-PASAY (72729)</b>				
102	City Treasurer's Office	EMELITO B. TECSON, CPA, City Treasurer II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1101, 1102, 1103, 1104, 1105, 1106, 1107
112	City Assessor's Office	ENGR. FERNANDO M. FANDIÑO, City Assessor II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1161, 1162, 1163, 1164
105	General Services Office	ARBIE B. SABULAO, CPA, Supervising Administrative Officer, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1121, 1122, 1123s
103	Information and Communicat- ions Technology Office	EDWIN V. DAVID, CSEE, City Government Department Head II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1108, 1109, 1110, 1111
104	Local Civil Registrar's Office	ROMULO C. TRESVALLES, City Civil Registrar II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1131, 1132, 1133
106	City Health Office	TIONG ENG ROLAND D. TAN, M.D., City Health Officer III	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1141, 1142, 1143, 1144, 1145, 1146, 1147, 1148
110	Board of Tax Appeal	MARIA LUISA B. BENTULAN, Board Secretary I, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1151, 1152



Rm #	Office/ Department	Head of Office	Address of Agency	Local No/s.
<b>SECOND FLOOR – 888-PASAY (72729)</b>				
201	People's Law Enforcement Board	ROBERTO L. MARQUEZ, Administrative Officer V, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1293, 1294, 1295
216	City Anti-Drug Abuse Council	DANIEL T. ALFANOSO III, Community Affairs Officer IV, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1290, 1291
203	City Mayor's Office	IMELDA CALIXTO-RUBIANO, City Mayor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1171, 1172, 1181, 1182, 1201, 1202, 1203, 1204, 1205, 1206, 1207, 1208, 1209, 1210, 1211, 1212, 1213, 1214, 1215, 1216, 1217, 1218, 1220, 1221, 1222, 1223, 1299
203	Internal Audit Services Office	NONE	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1219
204	City Administrator's Office	ATTY. PETER M. MANZANO, City Administrator	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1231, 1232, 1233, 1234, 1235, 1298
205	City Legal Office	ATTY. SEVERO C. MADRONA JR., City Legal Officer II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1241, 1242, 1243



<b>Rm #</b>	<b>Office/ Department</b>	<b>Head of Office</b>	<b>Address of Agency</b>	<b>Local No/s.</b>
207	Business Permit and Licensing Office	ATTY.PATRICK M. LEGASPI, City Government Assistant Department Head I, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1246, 1247
209	Urban and Development Housing Office	MARGARITA G. IGNACIO, Supervising Administrative Officer, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1262, 1263
208	Pasay Social Welfare and Development Department	MARY CRIS L. BALICTAR, RSW, City Social Welfare Officer III	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1257, 1258, 1259
211	City Planning and Development Office	EnP. MARIA ODESA Z. PEREZ, CESE, City Planning and Development Coordinator II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1274, 1275
210	City Budget Office	MA. CONCHITA B. CAYANAN, MBA, City Budget Officer II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1265, 1266, 1270, 1271
212	Tricycle/ Pedicab Franchising and Regulatory Office	ATTY. PETER M. MANZANO, City Administrator	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1277, 1278, 1279
214	Public Information Office	DOMINADOR M. TADIOS JR., OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1284, 1285



<b>Rm #</b>	<b>Office/ Department</b>	<b>Head of Office</b>	<b>Address of Agency</b>	<b>Local No/s.</b>
206	Human Resources Management and Development Office	ATTY. MAVERICK S. SEVILLA, City Government Department Head II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1251, 1252, 1253, 1254, 1255
215	Office of the City Congressman	ANTONINO G. CALIXTO, City Congressman	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1287, 1288, 1289
<b>THIRD FLOOR – 888-PASAY (72729)</b>				
304	Pasay City Public Library	GLEN D. BERDIN, Librarian IV, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1361, 1362
303	Pasay City Barangay Bureau	ENRIQUE S. PASCUAL III, Community Affairs Officer IV, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1351, 1352, 1353
306	Pasay City Environmental and Natural Resources Office	RONALD RAE M. SALVADOR, Supervising Administrative Officer, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1331, 1332
305	City Accounting Office	FULGENCIO M. DARUNDAY, CPA, Management and Audit Analyst V, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1340, 1341, 1342, 1343, 1344, 1345, 1346, 1347, 1348, 1349
310	Public Employment Services Office	ATTY. MARLA OLIVIA B. ALOM, City Government Assistant Department Head II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1321, 1322





<b>Rm #</b>	<b>Office/ Department</b>	<b>Head of Office</b>	<b>Address of Agency</b>	<b>Local No/s.</b>
307	Public Order & Safety Unit	NOEL M. SAURA, Security Officer II, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1351, 1352, 1353
301	City Engineer's Office/Office of the Building Official	ENGR. JOHARI G. RANGIRIS, Engineer IV, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317
308	Pasay City Disaster Risk Reduction and Management Office	SARIEL P. SALAMAT, RSW, MCDRM, City Government Assistant Department Head II, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1371, 1372, 1373
<b>FOURTH FLOOR – 888-PASAY (72729)</b>				
405	City Secretariat Office	DR. VOLTAIRE F. PORTUGUEZ, City Secretary II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1431, 1432, 1401, 1402, 1499, 1481
426	Pasay Cooperative Development Office	ROWENA T. BUENAVENTURA, City Government Department Head I	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1436, 1437, 1438
419	Tourism and Cultural Development Office	GEORGE H. TIOPEL, City Government Assistant Department Head II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1451, 1452



<b>Rm #</b>	<b>Office/ Department</b>	<b>Head of Office</b>	<b>Address of Agency</b>	<b>Local No/s.</b>
416	City Vice Mayor's Office	ATTY. WALDETRUDES S. DEL ROSARIO, City Vice Mayor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1441, 1442, 1443, 1444
412	Office of Coun. Mark Anthony A. Calixto	MARK ANTHONY A. CALIXTO, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1423, 1424
422	Office of Coun. Mary Grace B. Santos	MARY GRACE B. SANTOS, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1468, 1469
421	Office of Coun. Ma. Antonia C. Cuneta	MA. ANTONIA C. CUNETA, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1465, 1466
407	Office of Coun. Abraham Albert Q. Alvina	ABRAHAM ALBERT Q. ALVINA, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1411, 1412
411	Office of Coun. Ricardo E. Santos	RICARDO E. SANTOS, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1426, 1427
407	Office of Coun. Marlon A. Pesebre	MARLON A. PESEBRE, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1414, 1415
409	Office of Coun. Jennifer D. Panaligan	JENNIFER D. PANALIGAN, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1420, 1421
405	Office of Coun. Donnabel M. Vendivel	DONNABEL M. VENDIVEL, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1408, 1409



<b>Rm #</b>	<b>Office/ Department</b>	<b>Head of Office</b>	<b>Address of Agency</b>	<b>Local No/s.</b>
408	Office of Coun. Angelo Nicol P. Arceo	ANGELO NICOL P. ARCEO, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1417, 1418
424	Office of Coun. Jose C. Isidro Jr.	JOSE C. ISIDRO JR., City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1475, 1476
422	Office of Coun. Editha Y. Manguerra	EDITHA Y. MANGUERRA, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1472, 1473
404	Office of Coun. King Marlon A. Magat	KING MARLON A. MAGAT, City Councilor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1405, 1406
412	Liga ng mga Barangay	ENRIQUE D. CALIXTO, Liga ng mga Barangay President	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1429, 1430
418	SK Federation	BENEDICT M. ANGELES, SK Federation President	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1456, 1457
<b>OUTSIDE OFFICES</b>				
City Prosecutor's Office	HON. ELMER CRIS L. RILLO, City Prosecutor	Hall of Justice, F.B. Harrison, Pasay City, Philippines	8831-0317 8823-9174	
City University of Pasay	DR. ROSANIE F. ESTUCHE, City Government Department Head II	Pasadeña St., F.B. Harrison, Pasay City at the Back of Pasay City Hall	8846-7554	
City Veterinarian's Office	DR. RONN KRISTIAN S. BERNASOR, City Veterinarian II	BAC 1-11 Don Carlos Revilla, Barangay 190, Pasay City	8834-1176	



<b>Office/ Department</b>	<b>Head of Office</b>	<b>Address of Agency</b>	<b>Contact #</b>
Cuneta Astrodome	AURELIO P. VENDIVEL JR. City Government Assistant Department Head II	Derham Park, F.B. Harrison St., Pasay City	8831-4652 8804-0773
Office for Senior Citizen's Affairs	MARILYN M. PENAZO, Community Affairs Officer II, OIC	F.B. Harrison St., Pasay City	8846-7703
Pasay City General Hospital	JOHN VICTOR I. DE GRACIA, M.D., Chief of Hospital I	Pasay City General Hospital Bldg., P. Burgos St., Pasay City Philippines	8833-0622
Pasay City Public Cemetery & Crematorium	MARIVIC DG. NILLO, Administrative Assistant II, OIC	Sarhento Mariano St., Pasay City	7347-3258
Pasay City Public Market	TEODORO N. VELASCO, Information Technology Officer II, OIC	Arnaiz Avenue, Pasay City, Philippines	8556-6884
Derham Park and Sports Complex	ATTY. PETER M. MANZANO, City Administrator	Derham Park, F.B. Harrison St., Pasay City	8831-4792
Pasay Traffic & Parking Management Office	FERDINAND A. LEE, Traffic Operations Officer III, OIC	Derham Park, F.B. Harrison St., Pasay City	8530-9609
Persons with Disability Affairs Office	HILDA P. CRISTOBAL, Disability Affairs Officer II, OIC	Unit 12, Mayor's Coordinating Office Cuneta Astrodome, Roxas Blvd., Pasay City	8837-0547



<b>OTHER OFFICES</b>				
<b>Rm #</b>	<b>Office/ Department</b>	<b>Head of Office</b>	<b>Address of Agency</b>	<b>Contact #</b>
111	Reporters Organization of Pasay City		Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8804-0512
213	Integrated Bar of the Philippines		Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-1477
302	Commission on Audit		Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	8831-7132 8831-8581 8833-6009
<b>CITY PROSECUTOR'S OFFICE</b>				
102	City Prosecutor		Room 102, Ground Floor, Hall of Justice, F.B. Harrison St., Pasay City, Metro Manila	8823-8041 (interior) 8823-8367
101	Record Section		Room 101, Ground Floor, Hall of Justice, F.B. Harrison St., Pasay City, Metro Manila	8831-0317
<b>PASAY CITY HEALTH CENTERS</b>				
<b>Health Center</b>		<b>Address of Agency</b>		<b>Contact #</b>
Cuyegkeng Health Center		Cuyegkeng St., Cor. Layug St., Pasay City, Metro Manila		8526-5283
Leveriza Health Center		Leveriza St., Cor. Gil Puyat Ave., Pasay City, Metro Manila		8526-5517
San Isidro Health Center		Dominga St., Pasay City, Metro Manila		8831-5275
Lagrosa Health Center		Pasay City Sports Complex F.B. Harrison, Pasay City, Metro Manila		8551-1652
M. Dela Cruz Health Center		600 Pasay Boulevard, Pasay City, Metro Manila		8843-6003
San Roque Health Center		Gamban St., Pasay City, Metro Manila		8843-8278
Doña Marta Health Center		Don Carlos Revilla St., Pasay City Metro Manila		09665511058
Doña Nena Health Center		Chest Clinic Compound, Aurora Blvd., Pasay City, Metro Manila		8853-2704
Malibay Health Center		Malibay Plaza, Pasay City, Metro Manila		8854-2684



<b>Office/ Department</b>	<b>Address of Agency</b>	<b>Contact #</b>
San Pablo Health Center	St. Peter St., Maricaban, Pasay City, Metro Manila	8854-2684
Villamor Health Center	Temporarily Located at Chest Clinic Compound, Aurora Blvd., Pasay City, Metro Manila	8851-5029
Mia Health Center	Temporarily Located at Barangay Hall, Brgy. 194, Pasay City, Metro Manila	8851-9707
Kalayaan Health Center	Kalayaan Village, Pasay City, Metro Manila	8822-3694
Lying-in Clinic	Don Carlos Revilla St., Pasay City Metro Manila	8852-0567
<b>PUBLIC SCHOOLS</b>		
<b>I. Elementary Schools</b>		
<b>A. Pasay City North District</b>		
P. Burgos Elem. School	P. Burgos St., Pasay City, Metro Manila	8831-9095
Bernabe Elem. School	Bernabe St., Pasay City, Metro Manila	8522-1693
R. Palma Elem. School	Dominga St., Pasay City, Metro Manila	8523-5010
Epifanio Delos Santos Elem. School	Tramo St., Pasay City, Metro Manila	8831-6769
<b>B. Pasay City East District</b>		
T. Paez Elem. School	Apelo Cruz St., Malibay, Pasay City, Metro Manila	8851-0121
P. Zamora Elem. School	P. Zamora St., Pasay City, Metro Manila	8831-8984
M. Marcelo Elem. School	Apelo Cruz Extension, Malibay Pasay City, Metro Manila	8851-0532
<b>C. Pasay City East District</b>		
J. Sumulong Elem. School	M. Dela Cruz St., Manila, Metro Manila	8844-2591 8844-3649
<b>D. Pasay City West District</b>		
J. Rizal Elem. School	Park Avenue, Cor., Galvez St., Pasay City, Metro Manila	8831-8260
A. Bonifacio Elem. School	Leveriza St., Pasay City, Metro Manila	8831-8526



<b>Office/ Department</b>	<b>Address of Agency</b>	<b>Contact #</b>
Gotamco Elem. School	Sinciego St., Pasay City, Metro Manila	8525-3991
P. Villanueva Elem. School	P. Villanueva St., Pasay City, Metro Manila	8831-6769
Pasay City Sped Center	P. Villanueva St., Pasay City, Metro Manila	8834-7175
<b>E. Pasay City South District</b>		
Villamor Air Base Elem. School	Piccio Garden, Villamor Air Base, Pasay City, Metro Manila	8852-1423 8852-2938
Apelo Cruz Elem. School	E. Rodriguez St., Malibay, Pasay City	8851-5914
Maricaban Elem. School	Saint Francis St., Maricaban, Pasay City, Metro Manila	8851-6890
Cuneta Elem. School	Cuneta St., Pasay City, Metro Manila	8831-2592
Rivera Village Elem. School	Marigold St., Rivera Village, Pasay City, Metro Manila	8854-6817
Don Carlos Village Elem. School	Constellation St., Don Carlos Village. Pasay City, Metro Manila	8834-0262
Kalayaan Elem. School	Teacher Bliss Compound, Pasay City	8824-5618
<b>II. Secondary Schools</b>		
Pasay City North High School – M. Dela Cruz	M. Dela Cruz St. Pasay City, Metro Manila Campus	ADMIN – 8510-1396
Pasay City North High School – TRAMO Campus	Tramo St., Pasay City, Metro Manila	
EDSES – Main	Tramo St., Pasay City, Metro Manila	Principal – 8889-6882
CUNETTA ANNEX	Cuneta St., Pasay City, Metro Manila	8853-9528
BASA ANNEX	Base Air Base, Florida Blanca, Pampanga	
MACTAN ANNEX	Mactan Air Base, Cebu	
Pasay City East High School	E. Rodriguez St., Malibay, Pasay City, Metro Manila	8851-0153 8854-2981



<b>Office/ Department</b>	<b>Address of Agency</b>	<b>Contact #</b>
Pasay City West High School	Pasadeña St., F.B. Harrison, Pasay City, Metro Manila	8831-9916 8831-7176
Pasay City South High School	Piccio Garden Villamor Air Base, Pasay City, Metro Manila	8533-0886
Pasay City Science High School	P. Vergel St., Pasay City, Metro Manila	8832-2910
Kalayaan National High School	Teacher Bliss Compound, Pasay City, Metro Manila	8824-1920
<b>III. Special Schools</b>		
Philippine Schools for the Blind	Galvez Avenue, Corner Figueroa St., Pasay City, Metro Manila	8831-8664 8831-2534
Philippine Schools for the Deaf	2620 F.B. Harrison St., Pasay City, Metro Manila	8831-6732 8510-0252





# ANNEXES

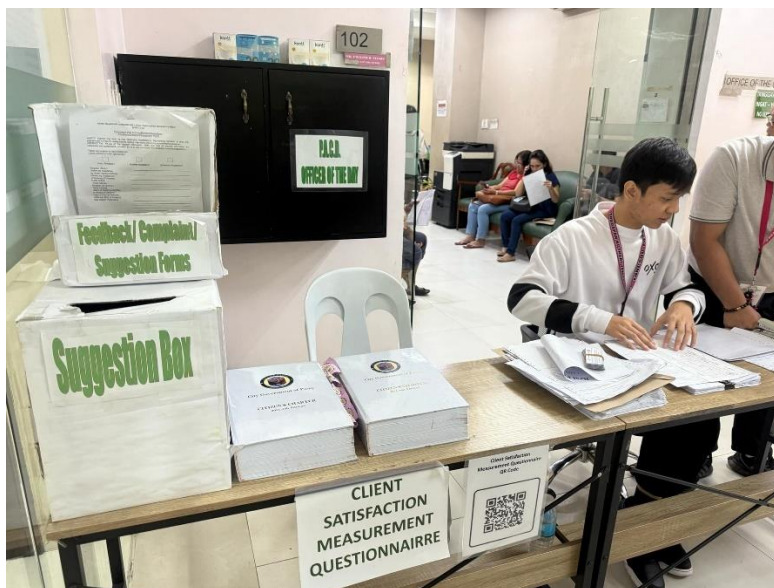


# **ANNEX “A”**

**Pasay City Government  
Departments/Offices’**

# **PUBLIC ASSISTANCE AND COMPLAINTS DESKS**

## FIRST FLOOR

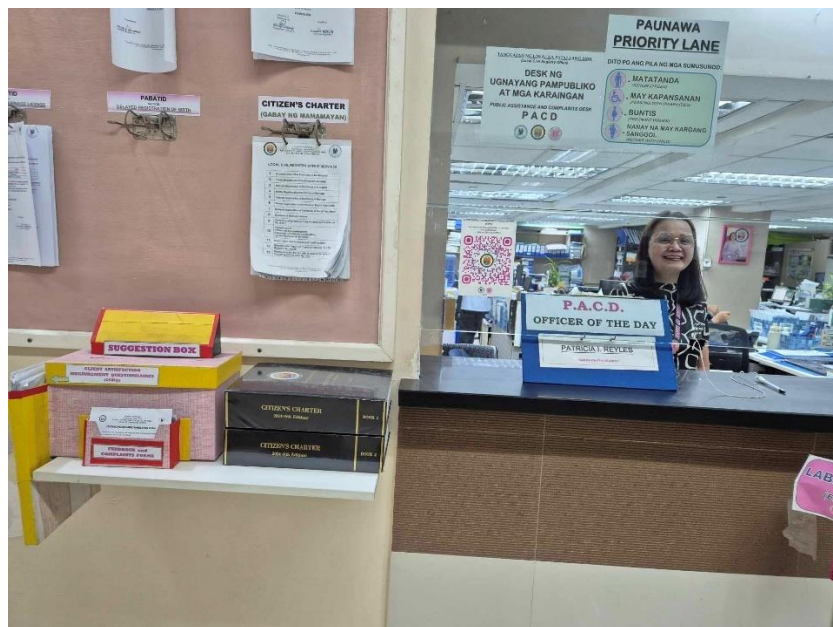


**City Treasurer's Office (CTO)**  
*Tanggapan ng Ingat-Yaman ng Lungsod*  
Room #102, Pasay City Hall



**Information & Communications Technology Office (ICTO)**  
*Tanggapan ng Teknolohiyang Pang-impormasyon at Komunikasyon*  
Room #103, Pasay City Hall

## FIRST FLOOR



**Local Civil Registry Office (LCRO)**  
*Tanggapang Lokal ng Patalang Sibil*  
 Room #104, Pasay City Hall

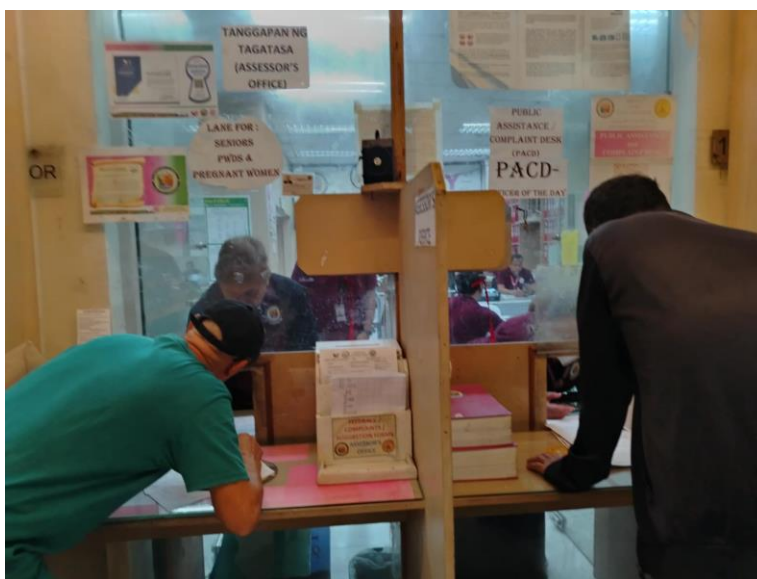


**General Services Office (GSO)**  
*Tanggapang Pangkalahatang Serbisyo*  
 Room #105, Pasay City Hall

## FIRST FLOOR



**City Health Office (CHO)**  
*Tanggapan ng Kalusugan ng Lungsod*  
Room #106, Pasay City Hall



**City Assessor's Office (CAssrO)**  
*Tanggapan ng Tagatasa ng Lungsod*  
Room #110, Pasay City Hall



## FIRST FLOOR



**Board of Tax Appeals (BTA)**  
*Lupong Lokal ng Pag-apela sa Pagtatasa*  
Room #112, Pasay City Hall

**SECOND FLOOR**



**People's Law Enforcement Board (PLEB)**  
*Lupon sa Pagpapatupad ng Batas ng Mamamayan*  
 Room #201, Pasay City Hall



**City Mayor's Office (CMO)**  
*Tanggapan ng Alkalde ng Lungsod*  
 Room #203, Pasay City Hall

## SECOND FLOOR



**City Administrator's Office (Admin)**  
*Tanggapan ng Tagapangasiwa ng Lungsod*  
Room #204, Pasay City Hall



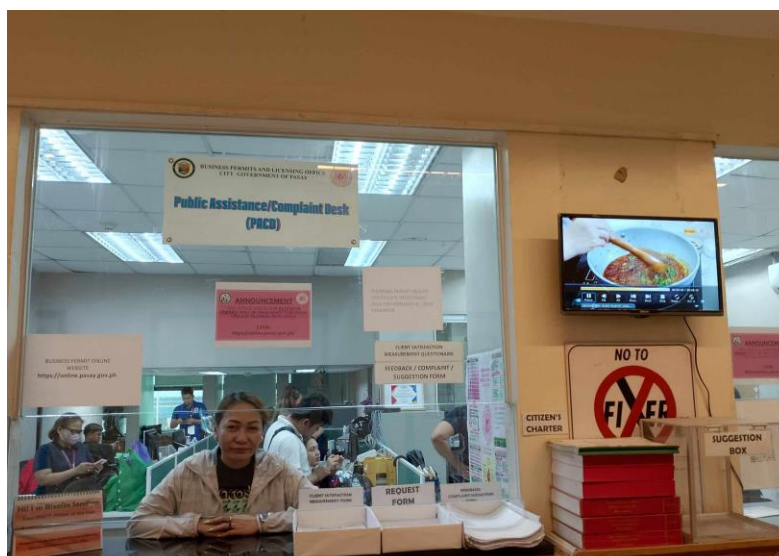
**City Legal Office (CLO)**  
*Tanggapan ng Pinunong Pambatas ng Lungsod*  
Room #205, Pasay City Hall



## SECOND FLOOR



**Human Resource Management & Development Office (HRMDO)**  
*Tanggapan ng Pamamahala at Pagpapaunlad ng Yamang Tao*  
Room #206, Pasay City Hall



**Business Permits and Licensing Office (BPLO)**  
*Tanggapan ng Permiso at Paglilisensya sa Negosyo*  
Room #207, Pasay City Hall

## SECOND FLOOR



**Pasay Social Welfare Development Department (PSWDD)**  
*Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad ng Pasay*  
Room #208, Pasay City Hall



**Urban Development and Housing Office (UDHO)**  
*Tanggapan ng Panlungsod na Pagpapaunlad at Pabahay*  
Room #209, Pasay City Hall

## SECOND FLOOR



**City Budget Office (CBO)**  
*Tanggapan ng Badyet ng Lungsod*  
 Room #210, Pasay City Hall

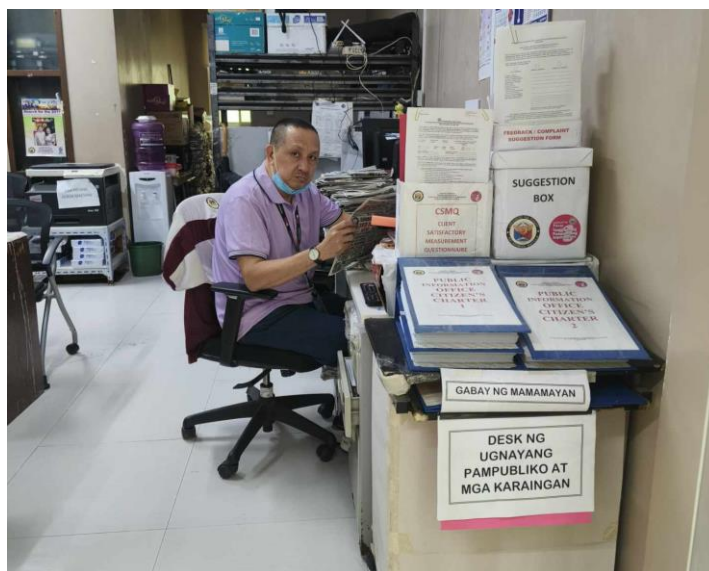


**City Planning & Development Office (CPDO)**  
*Tanggapan ng Pagpapalano at Pagpapaunlad ng Lungsod*  
 Room #211, Pasay City Hall

## SECOND FLOOR



**Tricycle and Pedicab Franchising Regulatory Office**  
*Tanggapan ng Nangangasiwa ng Prangkisa ng Traysikel at Padyak*  
Room #212, Pasay City Hall



**Public Information Office (PIO)**  
*Tanggapan ng Impormasyong Pampubliko*  
Room #214, Pasay City Hall

## SECOND FLOOR



**City Anti-Drugs Abuse Council (CADAC)**  
*Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod*  
Room #216, Pasay City Hall

## THIRD FLOOR



**Pasay City Barangay Bureau (PCBB)**  
*Kawanihang Pambarangay ng Lungsod Pasay*  
Room #303, Pasay City Hall



**Pasay City Environment & Natural Resources Office (PCENRO)**  
*Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay*  
Room #304, Pasay City Hall

## THIRD FLOOR



**City Accounting Office (CAcctgO)**  
*Tanggapan ng Akawnting ng Lungsod*  
Room #305, Pasay City Hall



**Pasay City Public Library (PCPL)**  
*Pampublikong Aklatan ng Lungsod Pasay*  
Room #306, Pasay City Hall

### THIRD FLOOR



**Public Order & Safety Unit (POSU)**  
*Tanggapan ng Pambublikong Kaayusan at Kaligtasan*  
 Room #307, Pasay City Hall



**Pasay City Disaster Risk Reduction & Management Office (PCDRRMO)**  
*Tanggapan ng Pagbawas at Pamamahala sa Panganib na Dulot ng Sakuna*  
 Room #308, Pasay City Hall



### THIRD FLOOR



**Pasay City Employment Center (PCEC)**  
*Sentrong Pang-empleo ng Lungsod Pasay*  
Room #310, Pasay City Hall



**City Engineer's Office (CEO)**  
*Tanggapan ng Inhenyeriya ng Lungsod*  
Room #311, Pasay City Hall

## FOURTH FLOOR



**Office of Councilor KING MARLON A. MAGAT**  
*Tanggapan ni Konsehal KING MARLON A. MAGAT*  
Room #404, Pasay City Hall



**Office of Councilor DONNABEL M. VENDIVEL**  
*Tanggapan ni Konsehala DONNABEL M. VENDIVEL*  
Room #405, Pasay City Hall

## FOURTH FLOOR



**Office of Councilor ABRAHAM ALBERT Q. ALVINA**  
*Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA*  
Room #406, Pasay City Hall

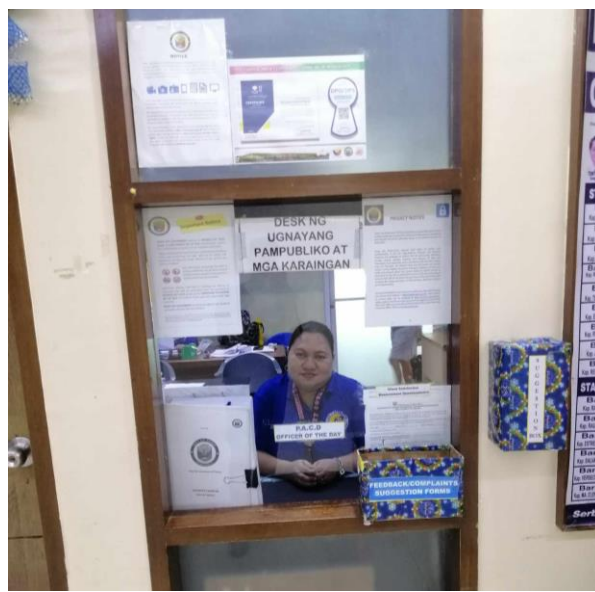


**Office of Councilor MARLON A. PESEBRE**  
*Tanggapan ni Konsehal MARLON A. PESEBRE*  
Room #407, Pasay City Hall

**FOURTH FLOOR**



**Office of Councilor ANGELO NICOL P. ARCEO**  
*Tanggapan ni Konsehal ANGELO NICOL P. ARCEO*  
 Room #408, Pasay City Hall



**Office of Councilor JENNIFER D. PANALIGAN**  
*Tanggapan ni Konsehala JENNIFER D. PANALIGAN*  
 Room #409, Pasay City Hall

## FOURTH FLOOR



**Office of Councilor MARK ANTHONY A. CALIXTO**  
*Tanggapan ni Konsehal MARK ANTHONY A. CALIXTO*  
Room #410, Pasay City Hall



**Office of Councilor RICARDO E. SANTOS**  
*Tanggapan ni Konsehal RICARDO E. SANTOS*  
Room #411, Pasay City Hall

## FOURTH FLOOR



**Liga ng mga Barangay**  
Room #412, Pasay City Hall



**Tourism and Cultural Development Office (TCDO)**  
*Tanggapan ng Pagpapaunlad ng Turismo at Pangkultura*  
Room #417, Pasay City Hall

## FOURTH FLOOR



### **SK Federation Office**

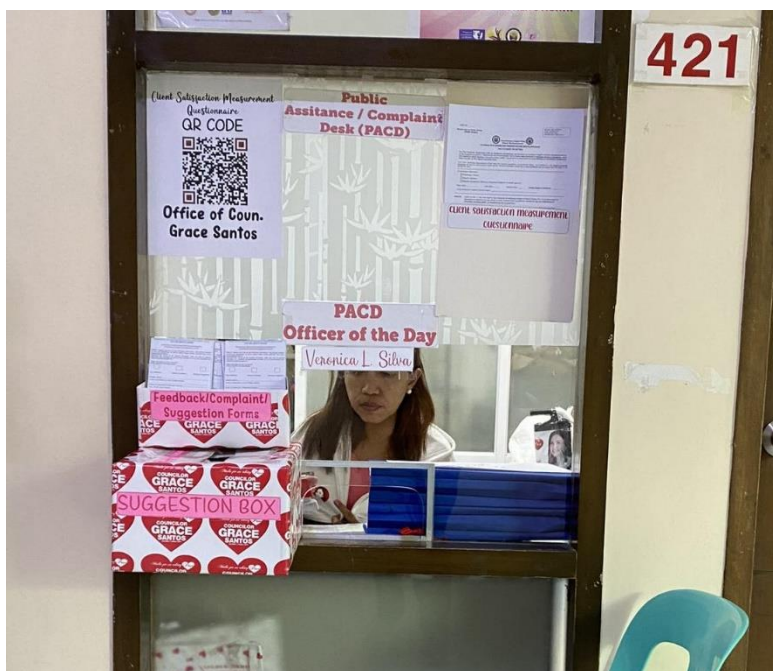
*Tanggapan ng Pederasyon ng Sangguniang Kabataan  
Room #418, Pasay City Hall*



### **Office of Councilor MARIA ANTONIA C. CUNETA**

*Tanggapan ni Konsehala MARIA ANTONIA C. CUNETA  
Room #420, Pasay City Hall*

## FOURTH FLOOR



**Office of Councilor MARY GRACE B. SANTOS**  
*Tanggapan ni Konsehala MARY GRACE B. SANTOS*  
 Room #421, Pasay City Hall



**Office of Councilor EDITHA Y. MANGUERRA**  
*Tanggapan ni Konsehala EDITHA Y. MANGUERRA*  
 Room #422, Pasay City Hall



## FOURTH FLOOR



**Office of Councilor JOSE C. ISIDRO JR.**  
*Tanggapan ni Konsehal JOSE C. ISIDRO JR.*  
 Room #423, Pasay City Hall



**Office of the City Secretariat (OCS)**  
*Tanggapan ng Kalihim ng Sangguniang Panlungsod*  
 Room #424, Pasay City Hall

## FOURTH FLOOR



**Pasay Cooperative Development Office (PCDO)**  
*Tanggapan ng Pagpapaunlad ng Kooperatiba ng Pasay*  
Room #426, Pasay City Hall



**Office of the City Vice Mayor (OVM)**  
*Tanggapan ng Bise Alkalde ng Lungsod*  
Room #427, Pasay City Hall

## OUTSIDE OFFICES



**City Prosecutor's Office (CPO)**  
*Tanggapan ng Taga-Usig ng Lungsod*  
Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City



**City University of Pasay (CUP)**  
*Unibersidad ng Lungsod Pasay*  
F.B. Harrison, Pasadeña St., Pasay City

## OUTSIDE OFFICES



**City Veterinarian's Office (CVO)**  
*Tanggapan ng Beterinaryo ng Lungsod*  
BAC 11, Barangay 190, Pasay City



**Cuneta Astrodome**  
Derham St., corner Roxas Blvd., Pasay City

## OUTSIDE OFFICES



**Derham Park and Sports Complex (DPSC)**  
*Parke ng Derham at Panlunang Pampalakasan*  
Derham corner F.B. Harrison Street, Barangay 76, Pasay City

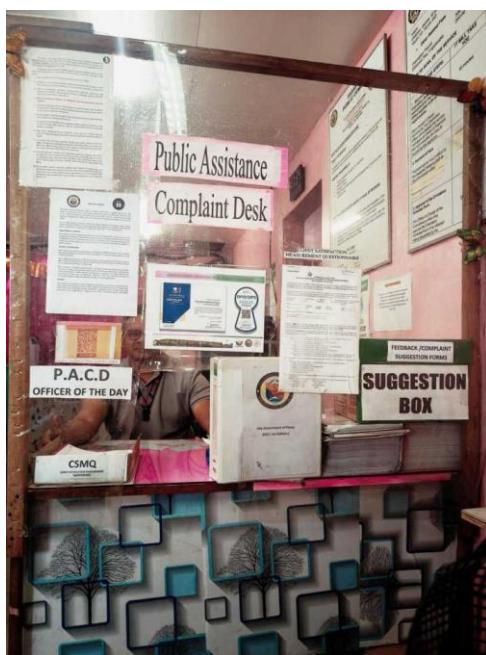


**Office of the Senior Citizen's Affairs (OSCA)**  
*Tanggapan sa Kapakanan ng mga Nakatatanda*  
G/F OSCA Building, Derham St., Pasay City

## OUTSIDE OFFICES



**Pasay City General Hospital (PCGH)**  
*Pangkalahatang Pagamutan ng Lungsod Pasay*  
P. Burgos Street, Barangay 60, Pasay City



**Pasay City Public Cemetery & Crematorium (PCPCC)**  
*Pampublikong Sementeryo at Krematoryo ng Lungsod Pasay*  
400 Sarhento Mariano St., Pasay City

## OUTSIDE OFFICES



**Pasay City Public Market (PCPM)**  
*Pamublikong Pamilihan ng Lungsod Pasay*  
 Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City



**Pasay Traffic & Parking Management Office (PTPMO)**  
*Tanggapan ng Pamamahala ng Trapiko at Paradahan ng Pasay*  
 Deham Park and Sports Complex, F.B. Harrison St., Pasay City

## OUTSIDE OFFICES



### **Persons with Disability Affairs Office (PDAO)**

*Tanggapan ukol sa Ugnayang Pangmaykapansanan*

Unit 12, Mayor's Coordinating Office, Cuneta Astrodome, Roxas Blvd., Pasay City





# **ANNEX “B”**

**Pasay City Government  
Departments/Offices’**

**FEEDBACK AND  
COMPLAINTS  
MECHANISM**



## FIRST FLOOR

### **City Treasurer's Office (Room #102)**

*Tanggapan ng Ingat-Yaman ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the City Treasurer's Office-Public Assistance and Complaints Desk (CTO-PACD) at Room 102, Pasay City Hall OR Send your feedback via email. Contact information: Tel. No.: 888-PASAY (72729) EXT 1102 E-mail: <a href="mailto:pasaycto.admn@gmail.com">pasaycto.admn@gmail.com</a></p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the Officer of the Day opens the drop box, compiles and records all feedback submitted and forwards the same to the Administrative Officer, for evaluation and discussion with concerned Division Head. Feedback requiring answers are forwarded to the concerned Section/Division for proper action. The latter is given seventy-two (72) hours upon receipt of the feedback to provide answer. The answer is then relayed to the citizen. Or The Administrative Officer shall check the emailed feedback; then evaluate and discuss it with concerned Division Head. Feedback requiring answers are forwarded to the concerned division/s and they are given seventy-two (72) hours upon receipt of the feedback to act thereof. The answer is then relayed to the citizen. For inquiries and follow-ups, clients may contact: Tel. No.: 888-PASAY (72729) EXT 1102</p>



	E-mail: <a href="mailto:pasaycto.admn@gmail.com">pasaycto.admn@gmail.com</a>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated box in front of the CTO-PACD at Room 102, Pasay City Hall.</p> <p>Complaints can also be filed via telephone by providing the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Name of Complainant</li> <li>- Contact Number of the Complainant</li> </ul> <p>Or</p> <p>Send it with the required information to the email address of Administrative Officer.</p> <p>Contact information:          Tel. No.: 888-PASAY (72729) EXT 1102          E-mail: <a href="mailto:pasaycto.admn@gmail.com">pasaycto.admn@gmail.com</a></p>
How complaints are processed	<p>The Officer of the Day opens the drop box, compiles and records all complaints submitted and forwards the same to the Administrative Officer, for evaluation and discussion with concerned Division Head. After evaluation, the Administrative Officer shall forward the complaint to the concerned Section/Division for proper action. Answer to the complaint is expected to be submitted within seventy-two (72) hours upon receipt thereof.</p> <p>The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p>



	<p>Or</p> <p>The Administrative Officer shall check the emailed complaints; then evaluate and discuss it with concerned Division Head. After evaluation, the Administrative Officer shall forward the complaint to the concerned Section/Division for proper action. Answer to the complaint is expected to be submitted within seventy-two (72) hours upon receipt thereof.</p> <p>The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, clients may contact:          Tel. No.: 888-PASAY (72729) EXT 1102          E-mail: <a href="mailto:pasaycto.admn@gmail.com">pasaycto.admn@gmail.com</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          8478-5093          PCC: 8888          CSC-CCB: 0908-8816565</p>

**Information & Communications Technology Office (Room #103)**  
*Tanggapan ng Teknolohiyang Pang-impormasyon at Komunikasyon*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box located at the Information and Communications Technology Office-Public Assistance and Complaints Desk (ICTO-PACD), Room 103, Pasay City Hall</p> <p>OR</p> <p>Send your feedback via email.</p> <p>Contact info: Information and Communications Technology Office</p>



	<p>(ICTO) at 888-PASAY (72729) Local 1110 or email us at <a href="mailto:icto@pasay.gov.ph">icto@pasay.gov.ph</a></p>
<p>How feedbacks are processed</p>	<p>ICTO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the Information and Communications Technology Office (ICTO) Head.</p> <p>The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the ICTO Head, for information and appropriate action.</p> <p>Or</p> <p>The ICTO-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel, for information and appropriate action, copy furnished the ICTO Head. The concerned personnel shall be given at least two (2) days to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1110 or email us at <a href="mailto:icto@pasay.gov.ph">icto@pasay.gov.ph</a>.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box of the ICTO-PACD, Room 103, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p>



	<ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Name and contact information of the complainant</li> </ul> <p>Or</p> <p>It may be sent thru email, ensuring that required information are provided, as stated.</p> <p>Contact info: Information and Communications Technology Office (ICTO) at 888-PASAY (72729) Local 1110 or email us at <a href="mailto:icto@pasay.gov.ph">icto@pasay.gov.ph</a>.</p>
<p>How complaints are processed</p>	<p>ICTO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel, for information and appropriate action. Copy thereof will also be provided to the Information and Communications Technology Office (ICTO) Head.</p> <p>Concerned employee shall be given two (2) days to provide answer or reply thereto. He shall submit his answer to the ICTO Head, for his information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>Or</p> <p>Everyday, the ICTO-PACD Officer of the Day will check the email of the office. Emailed complaints will be printed and forwarded to the concerned personnel, for information and appropriate action, copy furnished the ICTO Head.</p>



	<p>Concerned personnel is given two (2) days to provide answer and reply thereto. He shall submit his answer to the ICTO Head, for his information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1110 or email us at <a href="mailto:icto@pasay.gov.ph">icto@pasay.gov.ph</a>.</p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Local Civil Registry Office (Room #104)**

*Tanggapang Lokal ng Patalaang Sibil*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<b>How to send feedback</b>	<p>Answer the feedback form, and drop the accomplished feedback form in the suggestion box available at the Local Civil Registry Office - Public Assistance and Complaints Desk (LCRO-PACD) Room 104, Pasay City Hall.</p> <p>Or</p> <p>Send your feedback by sending your PM to the Official FB Account of the LCRO</p> <p>Contact info: LCRO at 888-PASAY (72729) Local Nos. 1131, 1132, 1133 or type @lcropasay for PM.</p>
<b>How feedbacks are processed</b>	<p>Everyday at 4:00 P.M., the assigned officer of the day at the LCRO-PACD opens the suggestion box, retrieves the enclosed forms, records it, and forwards the same to the City Civil Registrar (CCR). Also, a copy thereof is filed by the PACD Officer of the Day for monitoring purposes.</p>



	<p>Feedback forms are forwarded to concerned LCRO personnel for their information, comment or appropriate action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the assigned personnel of LCRO will check the messenger inbox of the LCRO Facebook Account. Screenshots of the message will be printed. Copy thereof is also filed by the assigned personnel for monitoring purpose. Printouts of the message screenshots are forwarded to concerned LCRO personnel for information, comment or appropriate action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Feedbacks will be discussed during weekly and/or monthly meetings and during coaching sessions</p> <p>After which, citizen is informed of the answer with regard to his/her feedback.</p> <p>For inquiries and follow-ups, contact LCRO at 888-PASAY (72729) Local Nos. 1131, 1132, 1133 or type @lropasay for PM.</p>
<p><b>How to file a complaint</b></p>	<p>Answer the complaint form, and drop the accomplished complaint form in the suggestion box available at the Local Civil Registry Office-Public Assistance and Complaints Desk (LCRO-PACD) Room 104, Pasay City Hall.</p> <p>Complaints can also be filed via a telephone call. Kindly provide the following information/details, to wit:</p>





	<ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Full name and contact info of the complaint</li> </ul> <p>Or</p> <p>You may file a complaint by sending a PM to the Official LCRO Facebook Account.</p> <p>Contact info:  LCRO at 888-PASAY (72729) Local Nos. 1131, 1132, 1133 or type @lcropasay for PM.</p>
<p><b>How complaints are processed</b></p>	<p>Everyday at 4:00 PM, the assigned officer of the day at the LCRO-PACD opens the suggestion box, retrieves the enclosed forms and forwards the same to the CCR.</p> <p>The CCR shall evaluate the complaint and forward it to the concerned personnel for their information and appropriate action.</p> <p>The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released by the CCR.</p> <p>Or</p> <p>The LCRO personnel who received the call will record in the incident form the information given by the complainant. The personnel will forward the incident form to the City Civil Registrar.</p> <p>The CCR shall evaluate the complaint and forward it to the concerned personnel for information and appropriate action. The concerned personnel/s shall be given at least forty-eight (48) hours to provide</p>



	<p>answer or reply thereto. The answer will then be assessed and decision thereof will be released by the CCR.</p> <p>Or</p> <p>Everyday, the assigned personnel will monitor the messenger inbox of the LCRO Facebook Account. He will screenshot the message, print it out, and forward the same to the CCR.</p> <p>The CCR will evaluate the complaint and forward it to the concerned personnel/s for their information and appropriate action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released by the CCR.</p> <p>The citizen will be informed of the action of the office with regard to their complaint.</p> <p>If citizen is not satisfied with the action taken by the CCR, then the CCR will endorse the complainant to the HRMDO for their appropriate action.</p> <p>For inquiries and follow-ups, contact LCRO at 888-PASAY (72729) Local Nos. 1131, 1132, 1133 or type @lcropasay for PM.</p>
<b>Contact Information of ARTA, PCC, CSC-CCB</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-881-6565 (SMS)



**General Services Office (Room #105)**

*Tanggapan ng Pangkalahatang Serbisyo*

<b>FEEDBACKANDCOMPLAINTSMECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box in front of the General Services Office-Public Assistance and Complaints Desk (GSO-PACD) at Room105, Ground Floor, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback via email.</p> <p>Contact information: Telephone No.: 888-PASAY (72729) Local 1123 E-mail add: <a href="mailto:gso@pasay.gov.ph">gso@pasay.gov.ph</a></p>
How feedbacks are processed	<p>Everyday, at 4:00 P.M., the Officer of the Day opens the suggestion box, retrieves the enclosed forms and forwards the same to the GSO Head, for information and proper action;</p> <p>Or</p> <p>Everyday, the Officer of the Day checks the inbox of the official email account. Print out of which will be forwarded to GSO Head, for information and proper action.</p> <p>Upon instruction of GSO Head, feedback forms will be forwarded to the concerned employee who is given at least forty-eight (48) hours to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact: Telephone No: 888-PASAY (72729) Local 1123 E-mail address: <a href="mailto:gso@pasay.gov.ph">gso@pasay.gov.ph</a></p>



<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box in front of the GSO-PACD at Room105, Ground Floor, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <p>Name of the person being complained Incident Evidence Name and contact info of the complainant</p> <p>Or</p> <p>You may send your complaint via email.</p> <p>Contact information: Telephone No: 888-PASAY (72729) Local 1123 E-mail address: <a href="mailto:gso@pasay.gov.ph">gso@pasay.gov.ph</a></p>
<p>How complaints are processed</p>	<p>On a daily basis, the Officer of the Day opens the suggestion box every 4:00P.M., retrieves the enclosed forms, and forwards the same to the GSO Head, for information and proper action;</p> <p>Or</p> <p>Everyday, the Officer of the Day checks the inbox of the official email account of GSO. Print out of which will be forwarded to GSO Head, for information and proper action.</p> <p>The GSO Head will call the concerned employee, inform him/her about the complaint and require the submission of written answer within forty-eight (48) hours upon receipt of instruction.</p> <p>The answer will then be assessed and decision thereof will be released.</p>



	<p>After which, citizen is informed of the answer with regard to the submitted complaint.</p> <p>For inquiries and follow-ups, citizen may contact:          Telephone No: 888-PASAY (72729)          Local 1123          E-mail address: <a href="mailto:gso@pasay.gov.ph">gso@pasay.gov.ph</a></p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          8478-5093          PCC: 8888          CSC-CCB: 0908-8816565</p>

**City Health Office (Room #106)**

*Tanggapan ng Kalusugan ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box located at the City Health Office Office-Public Assistance and Complaints Desk (CHO-PACD), Room 106, Pasay City Hall.</p> <p>OR</p> <p>You may send your feedback via email.</p> <p>Contact info: City Health Office (CHO) at 888-PASAY (72729) Local 1142 or email us at <a href="mailto:pasaycityhealthoffice@yahoo.com.ph">pasaycityhealthoffice@yahoo.com.ph</a></p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the CHO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel, copy furnished the Administrative Officer or Health Operations Head.</p> <p>The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Health Officer thru the Administrative</p>



	<p>Officer or Health Operations Head, for information and appropriate action.</p> <p>Or</p> <p>The CHO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel; copy furnished the Administrative Officer or Health Operations Head.</p> <p>The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Health Officer thru the Administrative Officer or Health Operations Head, for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, the citizen may call 888-PASAY (72729) Local 1142 or email us at <a href="mailto:pasaycityhealthoffice@yahoo.com.ph">pasaycityhealthoffice@yahoo.com.ph</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box of the City Health Office Office-Public Assistance and Complaints Desk (CHO-PACD), Room 106, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"><li>• Name of the person being complained</li><li>• Incident</li><li>• Evidence</li><li>• Name and contact information of the complainant</li></ul> <p>Or</p> <p>It may be sent thru email, ensuring that required information are provided, as stated.</p>



	<p>Contact info: City Health Office (CHO) at 888-PASAY (72729) Local 1142 or email us at <a href="mailto:pasaycityhealthoffice@yahoo.com.ph">pasaycityhealthoffice@yahoo.com.ph</a></p>
<p>How complaints are processed</p>	<p>CHO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to Anti-Red Tape Unit-City Health Office (ARTU-CHO) for information and appropriate action; copy furnished the Administrative Officer or Health Operations Head.</p> <p>Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to City Health Officer thru the ARTU-CHO, copy furnished the Administrative Officer or Health Operations Head, for information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>Or</p> <p>Everyday, the CHO-PACD Officer of the Day will check the email of the office. Emailed complaints will be printed and forwarded to Anti-Red Tape Unit-City Health Office (ARTU-CHO) for information and appropriate action; copy furnished the Administrative Officer or Health Operations Head.</p> <p>Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to City Health Officer thru the ARTU-CHO; copy furnished the Administrative Officer or Health Operations Head, for information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p>



	<p>For inquiries and follow-ups, the citizen may call 888-PASAY (72729) Local 1142 or email us at <a href="mailto:pasaycityhealthoffice@yahoo.com.ph">pasaycityhealthoffice@yahoo.com.ph</a></p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>

**City Assessor's Office (Room #110)**

*Tanggapan ng Tagatasa ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box located at the City Assessor's Office-Public Assistance and Complaints Desk (CAssrO-PACD), Room 112, Pasay City Hall</p> <p>OR</p> <p>Send your feedback via email.</p> <p>Contact info: City Assessor's Office (CAssrO) at 888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164 or email us at <a href="mailto:assessorpasay@gmail.com">assessorpasay@gmail.com</a>.</p>
How feedbacks are processed	<p>The CAssrO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel, copy furnished the City Assessor.</p> <p>The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Assessor for information and appropriate action.</p> <p>Or</p>





	<p>The CAssrO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished City Assessor.</p> <p>The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Assessor for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, the citizen may call 888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164 or email us at <a href="mailto:assessorpasay@gmail.com">assessorpasay@gmail.com</a>.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box of the City Assessor Office-Public Assistance and Complaints Desk (CAssrO-PACD), Room 112, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Name and contact information of the complainant</li> </ul> <p>Or</p> <p>It may be sent thru email, ensuring that required information are provided, as stated.</p> <p>Contact info: City Assessor's Office (CAssrO) at 888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164 or email us at <a href="mailto:assessorpasay@gmail.com">assessorpasay@gmail.com</a>.</p>
<p>How complaints are processed</p>	<p>CAssrO-PACD Officer of the Day opens the suggestion box daily, evaluates each</p>



	<p>complaint received, and forwards it to the concerned personnel, copy furnished the City Assessor.</p> <p>Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to City Assessor for information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>Or</p> <p>The CAssrO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to the concerned personnel, copy furnished the City Assessor.</p> <p>Concerned employee shall be given two (2) days to provide answer and reply thereto. He shall submit his answer to City Assessor for information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>For inquiries and follow-ups, the citizen may call 888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164 or email us at <a href="mailto:assessorpasay@gmail.com">assessorpasay@gmail.com</a>.</p>
Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



**Board of Tax Appeal (Room #112)**

*Lupong Lokal ng Pag-apela sa Pagtatasa*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer and fill out the Client feedback form, and drop it in the suggestion box which is readily available in the Local Board of Assessment Appeals-Public Assistance and Complaints Desk (LBAA-PACD), LBAA at Room 110, Pasay City Hall</p> <p>Or</p> <p>You may forward your feedback by sending message to the email address of the LBAA or the Board Secretary.</p> <p>Contact info: Local Board of Assessment Appeals (LBAA) at 888-PASAY (72729) Local 1151 or type <a href="mailto:boardoftaxappeals@gmail.com">boardoftaxappeals@gmail.com</a> or <a href="mailto:bentulanluisa@gmail.com">bentulanluisa@gmail.com</a> for email.</p>
How feedbacks are processed	<p>Everyday at 3:30 P.M., the assigned Officer of the Day opens the suggestion box, collect the form, record it on logbook, and forward the same to the Board Secretary.</p> <p>Feedback form is forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least twenty-four (24) hours upon receipt to file a comment or answer thereto;</p> <p>Or</p> <p>Everyday, the Officer of the Day will check the inbox of the Email Account of the LBAA and will refer the printout of messages to the Board Secretary for evaluation.</p> <p>After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is</p>



	<p>given at least twenty-four (24) hours upon receipt to file a comment or answer thereto;</p> <p>Thereafter, client is informed of the answer with regard to his/her feedback.</p> <p>For inquiries and follow-ups, client may contact #s: (LBAA) 888-PASAY (72729) Local 1151 or type <a href="mailto:boardoftaxappeals@gmail.com">boardoftaxappeals@gmail.com</a> or <a href="mailto:bentulanluisa@gmail.com">bentulanluisa@gmail.com</a> for email.</p>
<p>How to file a complaint</p>	<p>Answer and fill out the Client complaint form, and drop it in the suggestion box which is readily available in the Local Board of Assessment Appeals-Public Assistance and Complaints Desk (LBAA-PACD), LBAA at Room 110, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained of</li> <li>• Incident</li> <li>• Evidence</li> <li>• Full name and contact info of the complainant</li> </ul> <p>Or</p> <p>You may forward your complaint by sending message to the email address of the LBAA or the Board Secretary.</p> <p>Contact info: Local Board of Assessment Appeals (LBAA) at 888-PASAY (72729) Local 1151 or type <a href="mailto:boardoftaxappeals@gmail.com">boardoftaxappeals@gmail.com</a> or <a href="mailto:bentulanluisa@gmail.com">bentulanluisa@gmail.com</a> for email.</p>
<p>How complaints are processed</p>	<p>Daily at 3:30 P.M., the assigned Officer of the Day opens the suggestion box, collect</p>



	<p>the form, record it on logbook, and forward the same to the Board Secretary.</p> <p>The Board Secretary shall evaluate the complaint to determine whether the complaint has substance or is made in a frivolous manner. Thereon, the Board Secretary shall require the concerned staff being indicted with complaint to file a comment or answer within twenty-four (24) hours. The answer will then be assessed and a decision thereof will be released.</p> <p>Thereafter, client is informed of the answer with regard to his/her complaint.</p> <p>Or</p> <p>Everyday, the Officer of the Day will check the inbox of the Email Account of the LBAA and will refer the printout of messages to the Board Secretary for evaluation.</p> <p>After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least twenty-four (24) hours upon receipt to file a comment or answer thereto;</p> <p>Thereafter, client is informed of the answer with regard to his/her complaint.</p> <p>For inquiries and follow-ups, client may contact #s: (LBAA) 888-PASAY (72729) Local 1151 or type <a href="mailto:bentulanluisa@gmail.com">bentulanluisa@gmail.com</a></p>
Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CSC-CCB: 0908-881-6565 (SMS)



## SECOND FLOOR

### **People's Law Enforcement Board (Room # 201)**

*Lupon sa Pagpapatupad ng Batas ng Mamamayan*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<b>How to send a feedback?</b>	<p>Every client who transacts business (any nature of transactions) has to accomplish the feedback form and once accomplished, the client(s) shall place the feedback form in the Suggestion Drop Box in front of People's Law Enforcement Board - Public Assistance and Complaints Desk (PLEB-PACD) at Room 201, Pasay City Hall.</p> <p>In addition, feedback can also be made possible by sending PM via PLEB Pasay social media account, PLEB-Pasay Facebook page or sending an email to us.</p> <p>Contact Information: Telephone No.: 888-PASAY (72729) Local 1293 FB Page: PLEB Pasay Facebook Email Address: <a href="mailto:plebpasay@yahoo.com">plebpasay@yahoo.com</a></p>
<b>How a feedback is being processed?</b>	<p>Processing of feedback(s) is done after collating the feedback forms on a daily basis from the suggestion box, and sent/ emailed messages. The assigned Officer of the Day will record the same and will maintain a computer folder for such purpose.</p> <p>Feedback against PLEB staff regarding the services rendered to the clients has to be answered within forty-eight (48) hours upon endorsement by the Administrative Officer and the reply can be relayed or transmitted electronically to the client who demands it.</p>



	<p>The Officer of the Day must see to it that prompt action is delivered and provided for.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1293, message PLEB Pasay Facebook page or send email to <a href="mailto:plebpasay@yahoo.com">plebpasay@yahoo.com</a>.</p>
<p><b>How to file and submit complaint(s)?</b></p>	<p>PLEB's clients, who may wish to file a complaint against any PLEB staff, shall accomplish the PLEB Complaint Form. A client may file and submit the complaint using an additional sheet if warranted, and once accomplished, the written complaint shall be placed inside the Suggestion Box in front of PLEB-PACD at Room 201, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Complainant's full name and contact information</li> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Or</p> <p>Clients may send their complaints via the PLEB social media accounts PLEB Pasay Facebook account, or via email, indicating therein the above information.</p> <p>Contact Information:          Telephone No.: 888-PASAY (72729) Local 1293          FB Page: PLEB Pasay Facebook          Email Address: <a href="mailto:plebpasay@yahoo.com">plebpasay@yahoo.com</a></p>
<p><b>How to process complaint(s)?</b></p>	<p>The Officer of the Day shall collate and immediately record the complaint if any</p>



	<p>and shall refer the same to the Administrative Officer for evaluation and also monitor the PLEB social media accounts on a daily basis to check whether a complaint is lodged.</p> <p>The Administrative Officer shall evaluate and verify the veracity of the complaint and endorse the same to the concerned PLEB staff who will be given three (3) working days to submit an answer.</p> <p>The Administrative Officer shall make an Investigation Report and Analysis/Findings and Recommendation with the concurrence of the PLEB Chairperson and the same shall be forwarded to both parties.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1293, message PLEB-Pasay Facebook page or email us at <a href="mailto:plebpasay@yahoo.com">plebpasay@yahoo.com</a>.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CSC-CCB: 0908-881-6565 (SMS)</p>

**City Mayor's Office (Room #203)**

*Tanggapan ng Alkalde ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box located at the City Mayor's Office-Public Assistance and Complaints Desk (CMO-PACD), Room 203, Pasay City Hall.</p> <p>Or</p> <p>You may send your feedback via email.</p> <p>Contact info: City Mayor's Office (CMO) at 888-PASAY (72729) Local Nos. 1201,</p>





	<p>1207 or email us at <a href="mailto:mayor_emi@pasay.gov.ph">mayor_emi@pasay.gov.ph</a>.</p>
<p>How feedbacks are processed</p>	<p>CMO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards the same to the concerned personnel/office/department for information and appropriate action, copy furnished the City Mayor.</p> <p>Feedbacks are forwarded to the concerned personnel/office/department, who is required to answer within one (1) day of receipt thereof.</p> <p>Or</p> <p>The CMO-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel/office/department for information and appropriate action, copy furnished the City Mayor. The concerned personnel/office/department shall be given at least one (1) day to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local Nos. 1201, 1207 or email us at <a href="mailto:mayor_emi@pasay.gov.ph">mayor_emi@pasay.gov.ph</a>.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box of the CMO-PACD, Room 203, Pasay City Hall. Complaints can also be referred via telephone call and thru social media accounts, to wit:</p> <ul style="list-style-type: none"> <li>• Mayor Emi Calixto-Rubiano (Facebook page)</li> </ul>



	<ul style="list-style-type: none"> <li>• Pasay City Public Information Office (Facebook page)</li> </ul> <p>Kindly provide the following information/details, to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Name and contact information of the complainant</li> </ul> <p>Or</p> <p>It may be sent thru email, ensuring that required information are provided, as stated.</p> <p>Contact info: City Mayor's Office (CMO) at 888-PASAY (72729) Local Nos. 1201, 1207 or email us at <a href="mailto:mayor_emi@pasay.gov.ph">mayor_emi@pasay.gov.ph</a>, or type @pasaycitymayor and @pasaypio, for PM, respectively.</p>
<p>How complaints are processed</p>	<p>CMO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel/office/department, for information and appropriate action. Copy thereof will also be provided to the City Mayor.</p> <p>Concerned employee/office/department shall be given at least one (1) day to provide answer or reply thereto, copy furnished the Pasay City Mayor. The answer will be assessed and a decision thereof will be released.</p> <p>Or</p> <p>The Page Admin of the Mayor Emi Calixto-Rubiano and PCG-Pasay City Public Information Office Official FB</p>



	<p>Pages will check daily the messenger inbox of the said FB accounts, respectively. Printouts of message screenshots will be forwarded to concerned personnel/office/department, for proper action.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, the citizen may call the City Mayor's Office at 888-PASAY (72729) Local Nos. 1201, 1207 or type @pasaycitymayor and @pasaypio for PM, respectively.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Internal Audit Services Office (Room #203)**

*Tanggapan ng Serbisyong Awdit Internal*

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p>How to send feedback</p>	<p>You may send your feedback thru email to the Official email address of Internal Audit Services Office (IASO) @ <a href="mailto:iaso.pasaylgu@gmail.com">iaso.pasaylgu@gmail.com</a>.</p>
<p>How feedbacks are processed</p>	<p>Everyday, the assigned personnel from the Internal Audit Services will check the inbox of the IASO Gmail account for proper action.</p> <p>After which, citizen is informed of the answer with regard to their feedback within forty-eight (48) hours upon receipt of the feedback.</p> <p>For inquiries and follow-ups, citizen may contact 888-PASAY (72729) Local 1219</p>
<p>How to file a complaint</p>	<p>Complaints will be filed via email. Kindly provide the following information/details to wit:</p>



	<ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquires and follow-ups, client/s may contact telephone number 888-PASAY (72729) Local 1219</p>
How complaints are processed	<p>The IASO shall evaluate the complaint or client concern for appropriate action. At least forty-eight (48) hours will be given to concerned personnel to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact 888-PASAY (72729) Local 1219</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CCB: 0908-8816565</p>

**City Administrator's Office (Room #204)**

*Tanggapan ng Tagapangasiwa ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box located in front of City Administrator's Office-Public Assistance and Complaints Desk (CAdminO-PACD) at the Room 204, Pasay City Hall.</p> <p>Contact Information Tel. No.: 888-PASAY (72729) Local Nos. 1233, 1234</p>
How feedbacks are processed	<p>Everyday before 4:00 P.M., from Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the dropped forms, and forwards the same to the City Administrator, for his information and appropriate action.</p>



	<p>The concerned staff shall immediately be notified the following day and shall be required to comment/answer within twenty-four (24) hours upon his/her receipt of notice. Likewise, the complainant shall be notified, via text message, on the action taken by the CAdO.</p> <p>For inquiries and follow-up, citizen may contact: Tel. No.: 888-PASAY (72729) Local Nos. 1233, 1234</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box located in front of CAdO-PACD at the Room 205, Pasay City Hall.</p> <p>Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit;</p> <ul style="list-style-type: none"> <li>- Full name of the complainant</li> <li>- Address and contact number</li> <li>- Date and time of the incident being complained</li> <li>- Name of the person/staff subject of the complaint</li> </ul> <p>Contact Information Tel. No.: 888-PASAY (72729) Local Nos. 1233, 1234</p>
<p>How complaints are processed</p>	<p>Everyday before 4:00 P.M., from Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the dropped forms, and forwards the same to the City Administrator, for his information and appropriate action.</p> <p>The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.</p> <p>If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then</p>



	<p>acknowledgement of which shall be made on the next working day.</p> <p>The City Administrator shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof.</p> <p>The complainant shall likewise be informed within 24 hours of the initial action of City Administrator.</p> <p>Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.</p> <p>Within 24 hours, the City Administrator must come up with a resolution on the issue subject of the complaint and furnish the complainant accordingly.</p> <p>For inquiries and follow-up, citizen may contact: Tel. No.: 888-PASAY (72729) Local Nos. 1233, 1234</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CSC-CCB: 0908-881-6565</p>

**City Legal Office (Room #205)**

*Tanggapan ng Pinunong Pambatas ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box, in front of the City Legal Office-Public Assistance and Complaints Desk (CLO-PACD) at Room 205, Pasay City Hall.</p> <p>Contact information Tel. Nos.: 888-PASAY (72729) Local 1243.</p>
<p>How feedbacks are processed</p>	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the CLO-PACD opens the suggestion box, retrieves the</p>



	<p>enclosed forms, and forwards the same to the CLO Head.</p> <p>Feedback forms will then be forwarded to concerned employee for information and appropriate action. Concerned employee is given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1243.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box in front of the CLO-PACD at Room 205, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) local 1243.</p>
<p>How complaints are processed</p>	<p>On a daily basis at 4:00 P.M., the Officer of the Day at the CLO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CLO Head.</p> <p>The CLO Head shall evaluate the complaint or client concern and assign to CLO employee in-charge of the complaint for preparation of Notice to Answer addressed to the concerned employee. The employee being complained of shall be given forty-eight (48) hours upon receipt of the notice to provide written answer.</p>



	<p>The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to the submitted complaint.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1243.</p>
Contact Information of ARTA, PCC,CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Human Resource Management & Development Office (Room #206)**

*Tanggapan ng Pamamahala at Pagpapaunlad ng Yamang Tao*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of the Human Resource Management and Development Office-Public Assistance and Complaints Desk (HRMDO-PACD) at Room 206, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback by sending your PM to the Official FB Account of the HRMDO.</p> <p>Contact info: Human Resource Management and Development Office (HRMDO) at 888-PASAY (72729) Local 1253 or type @pasayhr for PM.</p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the HRMDO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Complaints and Investigation Unit, Policy and Organizational Development Division, HRMDO.</p> <p>Feedback forms are forwarded to concerned employee/division/</p>





	<p>department/office for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the Page Admin of the PCG-HRMDO Official FB Page will check the messenger inbox of the HRMDO Facebook Account. Printouts of message screenshots will be forwarded to concerned employee/division/department/office for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: (HRMDO) 888-PASAY (72729) Local 1253 or type @pasayhr for PM.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box in front of the HRMDO-PACD at Room 206, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"><li>- Name of the person being complained</li><li>- Incident</li><li>- Evidence</li><li>- Full name and contact info of the complainant</li></ul> <p>Or</p> <p>You may visit the official page of HRMDO and send your complaint thru PM.</p> <p>Contact info: Human Resource Management and Development Office</p>



	(HRMDO) at 888-PASAY (72729) Local 1253 or type @pasayhr for PM.
How complaints are processed	<p>On a daily basis, the Officer of the Day at the HRMDO-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same the Complaints and Investigation Unit, Policy and Organizational Development Division, HRMDO.</p> <p>The HRMDO Complaint and Investigation Unit shall evaluate the complaint or client concern and forward it to concerned employee/division/department/office for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto.</p> <p>Or</p> <p>Everyday, the Page Admin of the PCG-HRMDO Official FB Page will check the messenger inbox of the HRMDO Facebook Account. Printouts of message screenshots will be forwarded to concerned employee/division/department/office for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto.</p> <p>The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact #s: HRMDO at 888-PASAY (72729) Local 1253 or type @pasayhr for PM.</p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>



**Business Permits and Licensing Office (Room #207)**

*Tanggapan ng Permiso at Paglilisensya sa Negosyo*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of the Business Permits &amp; Licensing Office-Public Assistance and Complaints Desk (BPLO-PACD), Room 207, Pasay City Hall.</p> <p>Or</p> <p>You may send your feedback by sending your PM to the Official FB Account of the Business Permits and Licensing Office.</p> <p>Contact information            Tel. No.: 888-PASAY (72729) Local Nos. 1246, 1247.            E-mail: <a href="mailto:pasay.bplo@gmail.com">pasay.bplo@gmail.com</a> / <a href="mailto:bplo@pasay.gov.ph">bplo@pasay.gov.ph</a>            FB Link:  <a href="https://www.facebook.com/BPLOPasayCity">https://www.facebook.com/BPLOPasayCity</a></p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the assigned personnel at the BPLO-PACD opens the suggestion box and retrieves the enclosed forms.</p> <p>Feedback forms are forwarded to concerned section/personnel for their information and appropriate action. They are given at least twenty-four (24) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the assigned personnel will check the messenger inbox of the BPLO Facebook Account. Screenshots of messages will be forwarded to concerned section/personnel for proper action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact us at: Tel. No.: 888-PASAY (72729) Local Nos. 1246, 1247.            E-mail: <a href="mailto:pasay.bplo@gmail.com">pasay.bplo@gmail.com</a> / <a href="mailto:bplo@pasay.gov.ph">bplo@pasay.gov.ph</a></p>



	<p>FB Link:  <a href="https://www.facebook.com/BPLOPasayCity">https://www.facebook.com/BPLOPasayCity</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box in front of the PLO-PACD at Room 207, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call/email. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Contact No.</li> <li>- Name of Complainant</li> </ul> <p>Or</p> <p>You may visit the official FB page of BPLO and send your complaint thru PM.</p> <p>Contact information          Tel. No.: 888-PASAY (72729) Local Nos. 1246, 1247.          E-mail: <a href="mailto:pasay.bplo@gmail.com">pasay.bplo@gmail.com</a> / <a href="mailto:bplo@pasay.gov.ph">bplo@pasay.gov.ph</a>          FB Link:  <a href="https://www.facebook.com/BPLOPasayCity">https://www.facebook.com/BPLOPasayCity</a></p>
<p>How complaints are processed</p>	<p>Everyday at 4:00 P.M., the assigned personnel at the BPLO-PACD opens the suggestion box and retrieves the enclosed forms.</p> <p>The BPLO officer of the day shall evaluate the complaint or client concern and forward it to concerned section/personnel for their information and appropriate action. They are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their feedback.</p> <p>Or</p> <p>On a daily basis, the assigned personnel from the BPLO will check the messenger inbox of the BPLO Facebook Account. Screenshots of</p>



	<p>messages will be forwarded to concerned section/personnel for proper action.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact us at: Tel. No.: 888-PASAY (72729) Local Nos. 1246, 1247.  E-mail: <a href="mailto:pasay.bplo@gmail.com">pasay.bplo@gmail.com</a> / <a href="mailto:bplo@pasay.gov.ph">bplo@pasay.gov.ph</a>  FB Link: <a href="https://www.facebook.com/BPLOPasayCity">https://www.facebook.com/BPLOPasayCity</a></p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478-5093  PCC: 8888  CSC-CCB: 0908-8816565</p>

**Pasay Social Welfare Development Department (Room #208)**

Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad ng Pasay

<b>FEEDBACKS AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<p>Answer the feedback form and drop it in the suggestion box located in front of Pasay Social Welfare and Development Department-Public Assistance and Complaints Desk (PSWDD-PACD) at Room 208, Pasay City Hall.</p> <p>Or</p> <p>You may email or PM us.</p> <p>Contact Information:  Telephone No.: 888-PASAY (72729) Local 1258.  FB Link: <a href="https://www.facebook.com/pswdd.pasay">https://www.facebook.com/pswdd.pasay</a>  E-mail: <a href="mailto:pswddcopasay.gov.ph">pswddcopasay.gov.ph</a> or <a href="mailto:pswddpasaycity@gmail.com">pswddpasaycity@gmail.com</a></p>
<b>How feedbacks are processed</b>	<p>The Officer of the Day opens the suggestion box every 8:00 A.M. on a daily basis, retrieves the enclosed forms and forwards the same to the assigned personnel at the Crisis Intervention Unit (CIU);</p> <p>Or</p> <p>Everyday, the administrator of the PSWDD FB Page and email accounts will check the</p>



	<p>messenger and email inbox. Printout of the feedback will be forwarded to the assigned personnel at the CIU.</p> <p>The CIU Officer shall record the feedbacks and forward the same to the concerned Unit In Charge or Social Workers for their information and appropriate action. They are given at least forty-eight hours (48) to provide answer or reply thereto. The concerned Unit In Charge or Social Worker shall likewise provide the Officer of the Day of the Actions taken to be noted on the feedbacks logbook for proper monitoring;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact: Telephone No.: 888-PASAY (72729) Local 1258. FB Link: <a href="https://www.facebook.com/pswdd.pasay">https://www.facebook.com/pswdd.pasay</a> E-mail: <a href="mailto:pswddcopasay.gov.ph">pswddcopasay.gov.ph</a> or <a href="mailto:pswddpasaycity@gmail.com">pswddpasaycity@gmail.com</a></p>
<b>How to file a complaint</b>	<p>Answer the complaint form and drop it in the suggestion box located in front of PSWDD-PACD at Room 208, Pasay City Hall.</p> <p>Complaints can also be filed thru telephone call at telephone number 888-PASAY (72729) local 1258. Kindly provide the following information/details, to wit:</p> <ul style="list-style-type: none"><li>- Name of the person being complained</li><li>- Incident</li><li>- Evidence</li><li>- contact number of the complainant</li></ul> <p>Or</p> <p>You may visit the Official FB Account of PSWDD send your complaint thru private message or send email to the PSWDD official email addresses. Kindly state the above required information/detail in your complaint.</p> <p>Contact Information: Telephone No.: 888-PASAY (72729) Local 1258. FB Link: <a href="https://www.facebook.com/pswdd.pasay">https://www.facebook.com/pswdd.pasay</a></p>



	E-mail: <a href="mailto:pswddcopasay.gov.ph">pswddcopasay.gov.ph</a> or <a href="mailto:pswddpasaycity@gmail.com">pswddpasaycity@gmail.com</a>
<b>How complaints are processed</b>	<p>The Officer of the Day opens the suggestion box every 8:00 A.M. on a daily basis, retrieves the enclosed forms and forwards the same to the CIU;</p> <p>Or</p> <p>Everyday, the administrator of the PSWDD FB Page and email accounts will check the messenger and email inbox. Printout of the complaint will be forwarded to the assigned personnel at the CIU.</p> <p>The CIU Officer shall record the complaints and forwards the same to the Social Welfare Officer III who shall evaluate and investigate the client's complaint and forward it to the staff being complained. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed by the Social Welfare Officers III and V, and decision thereof will be released. After which, citizen will be informed with regards to their complaint.</p> <p>Citizen will be notified within twenty-four (24) hours upon receipt of comment/explanation.</p> <p>For inquiries and follow-ups, citizen may contact:  Telephone No.: 888-PASAY (72729) Local 1258.  FB Link: <a href="https://www.facebook.com/pswdd.pasay">https://www.facebook.com/pswdd.pasay</a>  E-mail: <a href="mailto:pswddcopasay.gov.ph">pswddcopasay.gov.ph</a> or <a href="mailto:pswddpasaycity@gmail.com">pswddpasaycity@gmail.com</a></p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478-5093  PCC: 8888  CSC-CCB: 0908-8816565</p>



**Urban Development and Housing Office (Room #209)**

*Tanggapan ng Panlungsod na Pagpapaunlad at Pabahay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of the Urban Development &amp; Housing Office-Public Assistance and Complaints Desk (UDHO-PACD) at Room 209, 2<sup>nd</sup> Floor, Pasay City Hall.</p> <p>OR</p> <p>You may forward your feedback by sending your PM to the Official FB Account of UDHO Pasay.</p> <p>Contact Info: Urban Development &amp; Housing Office (UDHO) at 888-PASAY (72729) Local Nos. 1262, 1263 or type udhopasay for PM.</p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the assigned Officer of the day at the UDHO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Housing &amp; Homesite Regulation Officer VI, for evaluation and appropriate action.</p> <p>Feedback forms are forwarded to concerned employee/division/office, for information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Every day, the Administrator of the UDHO Official FB Page will check the messenger inbox or office email account to look for feedback messages, and will refer the printout/s thereof to Housing &amp; Homesite Regulation Officer VI, for evaluation and appropriate action.</p> <p>The printout/s will be forwarded to, and received by concerned employee/division/office,</p>





	<p>for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquires and follow-ups, citizen may contact Urban Development &amp; Housing Office (UDHO) at 888-PASAY (72729) Local Nos. 1262, 1263 or type udhopasay for PM.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box, in front of the UDHO-PACD at Room 209, 2<sup>nd</sup> Floor, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information / details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Or</p> <p>You may visit the official page of UDHO and send your complaint thru PM.</p> <p>Contact Info: Urban Development &amp; Housing Office (UDHO) at 888-PASAY (72729) Local Nos. 1262, 1263 or type udhopasay for PM.</p>
<p>How complaints are processed</p>	<p>On a daily basis, the Officer of the Day of UDHO-PACD opens the suggestion box every 4:00 P.M. retrieves the enclosed forms, and forwards the same to Housing &amp; Homesite Regulation Officer VI, for evaluation and appropriate action.</p> <p>Concerned employee/division/office will be given at least forty-eight (48) hours to provide answer or reply hereto. The answer will then be assessed and decision thereof will be released.</p>



	<p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>Or</p> <p>Every day, the Administrator of the UDHO Official FB Page will check the messenger inbox or office email account to look for complaint messages, and will refer the printout/s thereof to Housing &amp; Homesite Regulation Officer VI, for evaluation and appropriate action.</p> <p>The printout/s will be forwarded to, and received by concerned employee/division/office, for proper action. They will be given at least forty-eight (48) hours to provide or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquires and follow-ups, citizen may contact Urban Development &amp; Housing Office (UDHO) at 888-PASAY (72729) Local Nos. 1262, 1263 or type udhopasay for PM.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**City Budget Office (Room #210)**

*Tanggapan ng Badyet ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box, in front of the City Budget Office at Room 210, Pasay City Hall.</p> <p>OR</p> <p>Send your feedback thru email.</p> <p>Contact info: City Budget Office at 888-PASAY (72729) Local Nos. 1270, 1271</p>



<p>How feedbacks are processed</p>	<p><a href="mailto:citybudgetoffice.pasay@gmail.com">citybudgetoffice.pasay@gmail.com</a></p> <p>Everyday at 4:00 P.M., the CBO-Public Assistance and Complaints Desk (PACD) Officer shall:</p> <ol style="list-style-type: none"> <li>(1) open the suggestion box, retrieve the enclosed forms;</li> <li>(2) check the email of the office and print all feedbacks of the day;</li> <li>(3) record all feedbacks in a logbook; and</li> <li>(4) forward the feedbacks to concerned personnel and to the CBO-Administrative Officer (CBO-AO), copy furnished the City Budget Office Head.</li> </ol> <p>The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto. Reply shall be given to the CBO-AO copy furnished the CBO Head.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #: City Budget Office 888-PASAY (72729) Local Nos. 1270, 1271.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box in front of the City Budget Office at Room 210, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Clients may likewise email their complaints, with required information stated above.</p> <p>Contact info: City Budget Office at 888-PASAY (72729) Local Nos. 1270, 1271  <a href="mailto:citybudgetoffice.pasay@gmail.com">citybudgetoffice.pasay@gmail.com</a></p>



<p>How complaints are processed</p>	<p>On a daily basis at 4:00 PM the CBO-Public Assistance and Complaints Desk (PACD) Officer shall:</p> <ol style="list-style-type: none"> <li>(1) open the suggestion box, retrieve the enclosed forms;</li> <li>(2) check the email of the office and print all complaints of the day;</li> <li>(3) record all complaints in a logbook; and</li> <li>(4) forward the complaints to concerned personnel and to the CBO-Administrative Officer (CBO-AO) copy furnished the City Budget Office Head.</li> </ol> <p>The concerned personnel shall be given at least forty-eight (48) hours to provide an answer or reply thereto. Reply shall be given to the CBO-AO copy furnished the CBO Head for appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact #s: City Budget Office at 888-PASAY (72729) Local Nos. 1270, 1271.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>

**City Planning & Development Office (Room #211)**

*Tanggapan ng Pagpapalano at Pagpapaunlad ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box located at the City Planning and Development Office-Public Assistance and Complaints Desk (CPDO-PACD), Room 211, Pasay City Hall.</p> <p>or</p> <p>Send your feedback thru email.</p> <p>Contact info: City Planning and Development Office (CPDO) at 888-PASAY (72729) Local</p>



	<p>Nos. 1274, 1275 or email us at <a href="mailto:cpdopasay@gmail.com">cpdopasay@gmail.com</a>.</p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the CPDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel; copy furnished the City Planning and Development Office Head.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.</p> <p>Or</p> <p>The CPDO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the CPDO Head.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-up, the client may call 888-PASAY (72729) Local Nos. 1274, 1275 or email us at <a href="mailto:cpdopasay@gmail.com">cpdopasay@gmail.com</a>.</p>
How to file a complaint	<p>Answer the complaint form and drop it at the designated suggestion box of the CPDO-PACD, Room 211, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit:</p> <ol style="list-style-type: none"><li>Name of person being complained</li><li>Incident</li><li>Evidence</li><li>Name and contact information of the</li></ol>



	<p>complainant</p> <p>Or</p> <p>It can also be filed by sending an email, ensuring that required information are provided, as stated.</p> <p>Contact info: City Planning and Development Office (CPDO) at 888-PASAY (72729) Local Nos. 1274, 1275 or email us at <a href="mailto:cpdopasay@gmail.com">cpdopasay@gmail.com</a>.</p>
<p>How complaints are processed</p>	<p>CPDO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records all complaints submitted, and forwards the same to the concerned personnel, copy furnished the City Planning and Development Office Head.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.</p> <p>Or</p> <p>The CPDO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the CPDO Head.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-up, the client may call 888-PASAY (72729) Local Nos. 1274, 1275 or email us at <a href="mailto:cpdopasay@gmail.com">cpdopasay@gmail.com</a>.</p>



Contact Information of ARTA,PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565
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**Tricycle and Pedicab Franchising Regulatory Office (Room #212)**

*Tanggapan ng Nangangasiwa ng Prangkisa ng Traysikel at Padyak*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Fill out the client feedback form and drop it at the suggestion box at the Tricycle Pedicab Franchising Regulatory Office-Public Assistance and Complaints Desk (TPFRO-PACD) at Room 212, Pasay City Hall.</p> <p>Contact info: TPFRO at 888-PASAY (72729) Local Nos. 1277, 1278, 1279.</p>
How feedbacks are processed	<p>Before the working day ends, the appointed Officer of the Day at the TPFRO-PACD opens the suggestion box to retrieve, assess, sort, compile and record all the feedback forms collected for that day.</p> <p>Feedback forms are forwarded to the TPFRO Officer-in-Charge for proper evaluation.</p> <p>In cases where TPFRO personnel are involved, feedback forms are forwarded to, and received by the concerned employee/s. The concerned personnel is given three (3)-working days to answer. Both TPFRO OIC and client will be given with a copy thereof.</p> <p>Or</p> <p>Feedback can be referred via phone call. If immediate reply is not possible, report will be documented and response will be provided at a later date or within thirty-six (36) hours upon receipt of the call.</p> <p>After which, the TPFRO OIC will inform the client with regard to the action taken thereof.</p>



	<p>For inquiries and follow-ups, client may contact the TPFRO at 888-PASAY (72729) Local Nos. 1277, 1278, 1279.</p>
<p>How to file a complaint</p>	<p>Fill out the client complaint form and drop it at the designated suggestion box at the TPFRO- PACD, Room 212, Pasay City Hall.</p> <p>Or</p> <p>It may also be referred via phone call. Please have the following information provided:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Details of the Incident</li> <li>• Evidence/s</li> <li>• Name and contact information of the Complainant</li> </ul> <p>Contact info: TPFRO at 888-PASAY (72729) Local Nos. 1277, 1278, 1279.</p>
<p>How complaints are processed</p>	<p>Before the working day ends, the appointed Officer of the Day at the TPFRO-PACD opens the suggestion box to retrieve, assess, sort, compile and record all the complaint forms collected for that day.</p> <p>Complaint Forms are forwarded to the TPFRO Officer-in-Charge for proper evaluation.</p> <p>In cases where TPFRO personnel are involved, complaint forms are forwarded to, and received by the concerned employee/s. The concerned personnel is given three (3)-working days to answer. Both TPFRO OIC and client will be given with a copy thereof.</p> <p>Or</p> <p>Complaint can be referred via phone call. If immediate reply is not possible, report will be documented and response will be provided at a later date or within thirty-six (36) upon receipt of the call.</p> <p>After which, the TPFRO OIC will inform the client with regard to the action taken thereof.</p>





	For inquiries and follow-ups, client may contact the TPFRO at 888-PASAY (72729) Local Nos. 1277, 1278, 1279.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

**Public Information Office (Room #214)**

*Tanggapan ng Impormasyong Pampubliko*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box of the Pasay City Public Information Office-Public Assistance and Complaints Desk (PCPIO-PACD), Room 214, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback by sending your personal message (PM) to the Official FB Account of Pasay City Public Information Office.</p> <p>Contact info: Public Information Office (PIO) at 888-PASAY (72729) Local 1284 or type @pasaypio for PM.</p>
How feedbacks are processed	<p>Pasay PIO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel/office/department, copy furnished the Pasay City PIO Head.</p> <p>Feedbacks are forwarded to the concerned personnel/office/department. They are required to answer within one (1) day of receipt thereof.</p> <p>Or</p> <p>The Page Admin of the PCG-Pasay City Public Information Office Official FB Page will check the messenger inbox of the Pasay PIO Facebook Account daily. Screenshots of messages will be</p>



	<p>forwarded to concerned employee/department/office, for proper action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may call Pasay PIO at 888-PASAY (72729) Local 1284 or type @pasaypio for PM.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box of the Pasay City Public Information Office -Public Assistance and Complaints Desk (PCPIO-PACD), Room 214, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Or</p> <p>You may visit the official page of Pasay PIO and send your complaint thru PM.</p> <p>Contact info: Public Information Office at 888-PASAY (72729) Local 1284 or type @pasaypio for PM.</p>
<p>How complaints are processed</p>	<p>Pasay PIO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to the concerned employee/office/department for information and appropriate action. Copy thereof will also be provided to the Pasay City PIO Head.</p> <p>Concerned employee/office/department shall be given at least one (1) day and ten (10) minutes to provide answer or reply thereto, copy furnished the Pasay City PIO Head. The answer will be assessed and a decision thereof will be released.</p>



	<p>Or</p> <p>The Page Admin of the PCG-PIO Official FB Page will check the messenger inbox of the Pasay PIO Facebook Account daily. Screenshots of messages will be forwarded to concerned department/office for proper action.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, the citizen may call the Public Information Office at 888-PASAY (72729) Local 1284 or type @pasaypio for PM.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB,</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CCB: 0908-8816565</p>

**City Anti-Drug Abuse Council (Room #216)**

*Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box, in front of the City Anti-Drugs Abuse Council-Public Assistance and Complaints Desk (CADAC-PACD) at Room 216, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback by sending your PM to the Official FB Account of the CADAC.</p> <p>Contact info: City Anti-Drug Abuse Council (CADAC) at 888-PASAY (72729) Local Nos. 1290, 1291 or type @pasaycitycadac for PM.</p>
<p>How feedbacks are processed</p>	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the CADAC opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Officer-in-charge for evaluation.</p> <p>Feedback forms are forwarded to concerned employee/office for information and appropriate</p>



	<p>action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Every day, the Page Admin of the CADAC Official FB Page will check the messenger inbox of the CADAC Facebook Account, and will refer the printout of message to the Officer-in-Charge for evaluation.</p> <p>The printout message will be forwarded to, and received by concerned employee/office for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: City Anti-Drug Abuse Council (CADAC) 888-PASAY (72729) Local Nos. 1290, 1291 or type @pasaycitycadac for PM.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box, in front of the City Anti-Drugs Abuse Council-Public Assistance and Complaints Desk (CADAC-PACD) at Room 216, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"><li>- Name of the person being complained</li><li>- Incident</li><li>- Evidence</li><li>- Full name and contact info of the complainant</li></ul> <p>Or</p> <p>You may visit the official page of CADAC and send your complaint thru PM.</p> <p>Contact info: City Anti-Drug Abuse Council (CADAC) at 888-PASAY (72729) Local Nos. 1290, 1291 or type @pasaycitycadac for PM.</p>



<p>How complaints are processed</p>	<p>On a daily basis, the Officer of the Day at the CADAC opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same to the Officer-in-Charge for evaluation.</p> <p>The Officer of the day shall evaluate the complaint or client concern and forward it to concerned employee/office for information and appropriate action. The latter will be given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>Or</p> <p>Every day, the Page Admin of the CADAC Official FB Page will check the messenger inbox of the CADAC Facebook Account, and will refer the printout of message to the Officer-in-Charge for evaluation.</p> <p>The printout message will be forwarded to, and received by concerned employee/office for proper action. They will be given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: City Anti-Drug Abuse Council (CADAC) 888-PASAY (72729) Local Nos. 1290, 1291 or type @pasaycitycadac for PM.</p>
<p>Contact Information of ARTA, PCC and CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>



### THIRD FLOOR

#### **Pasay City Barangay Bureau (Room #303)**

*Kawanihang Pambarangay ng Lungsod Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form and drop it in the suggestion box, in front of the Pasay City Barangay Bureau-Public Assistance and Complaints Desk (PCBB-PACD) at Room 303, Pasay City Hall.</p> <p>Or</p> <p>You may send your feedback thru PCBB email address.</p> <p>Contact info: PCBB at 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at <a href="mailto:pcbbspasay@gmail.com">pcbbspasay@gmail.com</a></p>
How feedbacks are processed	<p>Every day, all received feedback forms will be recorded, reviewed, and forwarded by the Officer of the Day to concerned Admin Section of the PCBB.</p> <p>Copy of feedback forms will be forwarded to concerned personnel or barangay. They are required to take action within three (3) days of the receipt thereof.</p> <p>The answer of concerned personnel or barangay will be relayed to the citizen and forwarded to relevant offices.</p> <p>For inquiries and follow-ups client may contact PCBB at 888-PASAY (72729) Local Nos. 1351, 1352, 1353.</p>
How to file a complaint	<p>Answer complaint form and drop it in the suggestion box, in front of the Pasay City Barangay Bureau-Public Assistance and Complaints Desk (PCBB-PACD) at Room 303 Pasay City Hall.</p> <p>Complaint can also be filed via telephone call or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> </ul>



	<ul style="list-style-type: none"> <li>• Evidence</li> <li>• Full name and contact info of the complainant.</li> </ul> <p>Contact info: PCBB at 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at <a href="mailto:pcbpbasay@gmail.com">pcbpbasay@gmail.com</a></p>
How complaints are processed	<p>Every day, all received complaint forms will be recorded, reviewed, and forwarded by the Officer of the Day to concerned Admin Section of the PCBB.</p> <p>The concerned Admin Section shall review and evaluate the complaint form and forward it concerned personnel or barangay concern to submit appropriate action. They are required to take action within three (3) days of the receipt thereof.</p> <p>The answer of concerned personnel or barangay will be submitted to the PCCB Officer-in-Charge and relevant offices, for appropriate action. Copy will also be given to the citizen.</p> <p>For inquiries and follow ups, citizen may contact the following numbers: (PCBB) 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or send email at <a href="mailto:pcbpbasay@gmail.com">pcbpbasay@gmail.com</a>.</p>
Contact Information of ARTA, PCC and CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Pasay City Environment & Natural Resources Office (Room #304)**

*Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>You can secure a feedback form at Pasay City Environment and Natural Resources Office-Public Assistance and Complaint Desk (PCENRO-PACD), Room 304, Pasay City Hall, thru our designated Officer of the Day:</p> <p>Answer the feedback form, and drop it in the suggestion box, in front of the PCENRO-PACD.</p>



	<p>Contact info: PCENRO at 888-PASAY (72729) Local 1332.</p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the assigned personnel at the PCENRO-PACD opens the suggestion box, retrieves the forms and forwards the same to the Officer-in-Charge.</p> <p>The Officer-in-Charge evaluates the feedback and forwards it to concerned personnel/division for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact PCENRO at 888-PASAY (72729) Local 1332.</p>
How to file a complaint	<p>Answer the complaint form, and drop it in the suggestion box, in front of the PCENRO-PACD, Room 304, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Name and contact information of the complainant</li> </ul> <p>Contact info: PCENRO at 888-PASAY (72729) Local 1332.</p>
How complaints are processed	<p>The personnel assigned at the PCENRO-PACD opens the suggestion box at 4:00 P.M. on a daily basis, retrieve the forms, and forwards the same to the Officer-in-Charge.</p> <p>The Officer-in-Charge shall evaluate the complaint or client concern and forward it to concerned personnel/division for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed with regard to their complaint.</p>





	For inquiries and follow-ups, citizen may contact PCENRO at 888-PASAY (72729) Local 1332.
Contact information of ARTA, PCC, CCB-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

**City Accounting Office (Room #305)**

*Tanggapan ng Akawnting ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Fill out the feedback form and drop it in the suggestion box located at the City Accounting Office-Public Assistance Complaints Desk (CAO-PACD), Window 1, Room 305.</p> <p>Contact Info: (City Accounting Office) 888-PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347.</p>
How feedbacks are processed	<p>The CAO-PACD Officer of the Day will open the Suggestion Box twice a day, every 11:00 AM and 4:00 PM to retrieve the forms.</p> <p>Retrieved forms will be logged by the CAO-PACD Officer of the Day for monitoring purposes.</p> <p>The Department Head evaluates the client feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s for information and appropriate action. Employee/s is/are given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regard to his/her feedback.</p> <p>For inquiries and follow-ups, citizen may contact City Accounting Office at 888-PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347.</p>
How to file a complaint	<p>Fill out the complaint form and drop it in the suggestion box located at the CAO-PACD, Window 1, Room 305.</p>



	Contact Info: (City Accounting Office) 888-PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347.
How complaints are processed	<p>The CAO-PACD Officer of the Day will open the Suggestion Box twice a day, every 11:00 AM and 4:00 PM to retrieve the forms. Retrieved forms will be logged by the CAO-PACD Officer of the Day for monitoring purposes.</p> <p>The Department Head evaluates the complaint/client concern.</p> <p>Complaint forms are forwarded to and received by the concerned employee/s for information and appropriate action. Employees are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will be assessed and a decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to his/her complaint.</p> <p>For inquiries and follow-ups, citizen may contact City Accounting Office at 888-PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347.</p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Pasay City Public Library (Room #306)**

*Pampublikong Aklatan ng Lungsod Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the suggestion box of the Pasay City Library-Public Assistance and Complaints Desk (PCPL-PACD), Room 306, Pasay City Hall.</p> <p>Feedback can also be sent thru email.</p> <p>Contact information: (PCPL) at 888-PASAY (72729) Local 1362 or email at <a href="mailto:pcpl50@yahoo.com">pcpl50@yahoo.com</a>.</p>



<p>How feedbacks are processed</p>	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the PCPL-PACD opens the suggestion box and compiles and records all feedback submitted, and forwards the same to the City Librarian.</p> <p>Feedback forms are forwarded to the concerned personnel, who is required to answer within three (3) days of receipt thereof.</p> <p>Or</p> <p>Everyday, the Librarian will check the email of the library. Emails concerning feedback will be printed and forwarded to concerned personnel for proper action.</p> <p>The answer to the feedback given is relayed to the client.</p> <p>For inquiries and follow-ups, the client may call PCPL at 888-PASAY (72729) Local 1362 or email us at <a href="mailto:pasaylibrary@gmail.com">pasaylibrary@gmail.com</a>.</p>
<p>How to file a complaint</p>	<p>Fill out the complaint form and drop it in the suggestion box of the Pasay City Public Library-Public Assistance and Complaints Desk (PCPL-PACD), Room 306, Pasay City Hall.</p> <p>It can also be filed thru sending an email to us.</p> <p>Please do not forget to include the following information:</p> <ul style="list-style-type: none"> <li>a. Name of person being complained</li> <li>b. Incident</li> <li>c. Evidence</li> <li>d. Name and contact information of the complainant.</li> </ul> <p>Contact information: (PCPL) at 888-PASAY (72729) Local 1362 or email us at <a href="mailto:pasaylibrary@gmail.com">pasaylibrary@gmail.com</a>.</p>
<p>How complaints are processed</p>	<p>The PCPL-PACD Officer of the Day opens the suggestion box on a daily basis at 4:00 P.M., retrieves and records the submitted complaint, then forwards the same to the City Librarian.</p>



	<p>Upon evaluation, the City Librarian shall forward the complaint to the concerned personnel for information and appropriate action. Employees are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will be assessed and a decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regards to his/her complaint.</p> <p>Or</p> <p>Everyday, the Librarian will check the email of the library. Complaints will be printed and forwarded to concerned personnel for proper action. After which, the citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, client may call 888-PASAY (72729) Local 1362 or email us at <a href="mailto:pasaylibrary@gmail.com">pasaylibrary@gmail.com</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>

**Public Order & Safety Unit (Room #307)**

*Tanggapan ng Pamublikong Kaayusan at Kaligtasan*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box, located at the Public Order and Safety Unit Office-Public Assistance and Complaints Desk (POSU-PACD), Room 307, Pasay City Hall.</p> <p>or</p> <p>Send your feedback via email.</p> <p>Contact info: Public Order and Safety Unit (POSU) at 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at <a href="mailto:posu.pasay@gmail.com">posu.pasay@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>Every day at 4:00 P.M., the POSU-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all</p>



	<p>feedback submitted and forwards the same to the concerned personnel/section, copy furnished the POSU Officer-in-Charge.</p> <p>Copy thereof will be forwarded to the concerned personnel for information and appropriate action. They will be required to answer within two (2) days upon receipt thereof.</p> <p>Or</p> <p>Everyday, the POSU-PACD Officer of the Day will check the email of the office. Emails concerning feedback will be printed and forwarded to concerned personnel/section for proper action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, the client may call 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at <a href="mailto:posu.pasay@gmail.com">posu.pasay@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box in front of POSU-PACD, Room 307, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Name and contact information of the complainant</li> </ul> <p>Or</p> <p>It may be sent thru email, ensuring that required information are provided, as stated.</p> <p>Contact info: Public Order and Safety Unit (POSU) at 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at <a href="mailto:posu.pasay@gmail.com">posu.pasay@gmail.com</a></p>
<p>How complaints are processed</p>	<p>POSU-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to concerned personnel</p>



	<p>for information and appropriate action. Copy thereof will also be provided to the POSU Officer-in-Charge.</p> <p>Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to POSU Officer-in-Charge for his information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>Or</p> <p>Everyday, the POSU-PACD Officer of the Day will check the email of the office. Emails concerning complaints will be printed and forwarded to the concerned personnel, for information and appropriate action; copy furnished the POSU Officer-in-Charge.</p> <p>Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to POSU Officer-in-Charge for his information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>For inquiries and follow-ups, the client may call 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at <a href="mailto:posu.pasay@gmail.com">posu.pasay@gmail.com</a></p>
<p>Contact Information of ARTA,PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Pasay City Disaster Risk Reduction & Management Office (Room #308)**  
*Tanggapan ng Pagbawas at Pamamahala sa Panganib na Dulot ng Sakuna ng Lungsod Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send a feedback?</p>	<p>Answer the client feedback form and drop it in the designated drop box located at the Pasay City Disaster Risk Reduction and Management Office-Public Assistance and Complaint Desk (PCDRRMO-PACD) at Room 308, Pasay City Hall.</p>



	<p>OR</p> <p>Send your feedback via email.</p> <p>Contact information          Tel. Nos.: 888-PASAY (72729) Local Nos. 1371, 1372, 1373          E-mail: <a href="mailto:drmo@pasay.gov.ph">drmo@pasay.gov.ph</a> or <a href="mailto:pasaydrmo1963@gmail.com">pasaydrmo1963@gmail.com</a>          FB Link:  <a href="https://www.facebook.com/pcdrmorescue/">https://www.facebook.com/pcdrmorescue/</a></p>
<p>How feedback are processed</p>	<p>Everyday at 4:00 P.M., the Officer of the Day opens the drop box and compiles, consolidates and records all feedback submitted;</p> <p>Feedback requiring answers are forwarded to the PCDRMO Head for evaluation, who in turn forwards the same to the concerned employee/s and they are given forty-eight (48) hours upon receipt of the feedback to provide answer;</p> <p>Or</p> <p>Everyday, the administrator of the PCDRMO official FB page and email account checks the messenger or email inbox. Printout of which will be forwarded to the PCDRMO Head for evaluation, who in turn forwards the same to the concerned employee/s and they are given forty-eight (48) hours upon receipt of the feedback to provide answer.</p> <p>The answer of the employee is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact:          Tel. Nos.: 888-PASAY (72729) Local Nos.1371, 1372, 1373          E-mail: <a href="mailto:drmo@pasay.gov.ph">drmo@pasay.gov.ph</a> or <a href="mailto:pasaydrmo1963@gmail.com">pasaydrmo1963@gmail.com</a>          FB Link:  <a href="https://www.facebook.com/pcdrmorescue/">https://www.facebook.com/pcdrmorescue/</a></p>
<p>How to file a complaint</p>	<p>Answer the client complaint form and drop it in the designated drop box in front of the PCDRMO-PACD at Room 308, Pasay City Hall;</p>



	<p>Or</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"><li>- Name of individual being complained</li><li>- Nature of incident</li><li>- Evidence</li><li>- Name and contact info of the complainant</li></ul> <p>Or</p> <p>You may visit the official page of PCDRRMO and send your complaint thru PM, or message your complaint via email, provided that information required are indicated therein.</p> <p>Contact information Tel. Nos.: 888-PASAY (72729) Local Nos.1371, 1372, 1373 E-mail: <a href="mailto:drmo@pasay.gov.ph">drmo@pasay.gov.ph</a> or <a href="mailto:pasaydrmo1963@gmail.com">pasaydrmo1963@gmail.com</a> FB Link: <a href="https://www.facebook.com/pcdrmmorecue/">https://www.facebook.com/pcdrmmorecue/</a></p>
How complaints are processed	<p>The Officer of the Day opens the drop box on a daily basis every 4:00 in the afternoon. He then retrieves the forms, and evaluates each complaint.</p> <p>Upon evaluation, the Officer of the Day shall start the investigation and forward the complaint to the PCDRRMO Head for his information who in turn forwards the same to concerned employee/s for comment and explanation. Written explanation shall be submitted within forty-eight (48) hours upon receipt of the complaint.</p> <p>Or</p> <p>Every day, the administrator of the PCDRRMO official FB page and email account checks the messenger or email inbox. Printout of which will be forwarded to the PCDRRMO Head for his information who in turn forwards the same to concerned employee/s for comment and explanation. Written explanation shall be submitted</p>





	<p>within forty-eight (48) hours upon receipt of the complaint.</p> <p>The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, clients may contact: Tel. Nos.: 888-PASAY (72729) Local Nos. 1371, 1372, 1373 E-mail: <a href="mailto:drmo@pasay.gov.ph">drmo@pasay.gov.ph</a> or <a href="mailto:pasaydrmo1963@gmail.com">pasaydrmo1963@gmail.com</a> FB Link: <a href="https://www.facebook.com/pcdrmmorescue/">https://www.facebook.com/pcdrmmorescue/</a></p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CSC-CCB: 0908-881-6565</p>

**Public Employment Services Office (Room #310)**

*Tanggapan ng Pamublikong Serbisyong Pang-emplo*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<b>How to send feedback</b>	<p>Answer the feedback form and drop it in the suggestion box in front of the Public Employment Service Office-Public Assistance and Complaint Desk (PESO-PACD) at Room 310, Pasay City Hall.</p> <p>Contact Info: Telephone No.: 888-PASAY (72729) Local 1321 Email Address: <a href="mailto:pesopasay@gmail.com">pesopasay@gmail.com</a></p>
<b>How feedbacks are processed</b>	<p>Everyday before 4:00 P.M., from Monday to Friday, the assigned Officer of the Day opens the suggestion box and retrieves the feedback forms and forwards the same to the PESO Head for her information and appropriate action.</p> <p>The concerned staff shall be immediately notified the following day and shall be required to comment/answer within twenty-four (24 hours) upon his/her receipt of notice. Likewise, the citizen shall be notified, via text message, on the action taken by the PESO.</p>



	<p>After which, the PESO shall inform the citizen of the answer with regard to the issue being raised/complained of.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1321 or send email at <a href="mailto:pesopasay@gmail.com">pesopasay@gmail.com</a></p>
<p><b>How to file a complaint</b></p>	<p>Answer the complaint form and drop it in the suggestion box in front of PESO-PACD at Room 310, Pasay City Hall.</p> <p>Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit;</p> <ul style="list-style-type: none"> <li>- Full Name of the complainant and contact information</li> <li>- Address and contact number</li> <li>- Date and time of the incident being complained</li> <li>- Name of the person/staff subject of the complaint</li> </ul> <p>Contact Info:  Telephone No.: 888-PASAY (72729) Local 1321  Email Address: <a href="mailto:pesopasay@gmail.com">pesopasay@gmail.com</a></p>
<p><b>How complaints are processed</b></p>	<p>The PESO-PACD Officer of the Day opens the suggestion box before 4:00 P.M. on a daily basis, from Monday to Friday, and forwards the complaint/suggestion form to the PESO Head for her information and immediate action.</p> <p>The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.</p> <p>If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next following working day.</p> <p>The PESO Head shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof.</p>



	<p>The complainant shall likewise be informed within 24 hours of the initial action of PESO Head.</p> <p>Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.</p> <p>Within 24 hours, PESO must come up with a resolution on the issue subject of the complaint and furnish the complainant thereof.</p> <p>For inquiries and follow-ups, citizen may contact PESO at telephone number 888-PASAY (72729) Local 1321 or send message to <a href="mailto:pesopasay@gmail.com">pesopasay@gmail.com</a>.</p>
<p><b>Contact Information of ARTA, PCC, CSC-CCB</b></p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**City Engineer's Office (Room #311)**

*Tanggapan ng Inhenyeriya ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form and drop it in the suggestion box in front of One-Stop-Shop of City Engineer's Office-Public Assistance and Complaints Desk (CEO-PACD) located at Room 311, Pasay City Hall;</p> <p>Or</p> <p>You may send your feedback via email.</p> <p>Contact information Tel. Nos.: 888-PASAY (72729) Local 1301 E-mail: <a href="mailto:engineering@pasay.gov.ph">engineering@pasay.gov.ph</a></p>
<p>How feedbacks are processed</p>	<p>Everyday at 4:00 P.M., the assigned Officer of the Day opens the suggestion box, retrieves the enclosed forms and forwards to CEO Head for his information.</p> <p>Thereafter, Chief of Processing Enforcement Division will be furnished copy/s of the feedback</p>



	<p>forms which in turn forward the same to concerned Section/Division after evaluation.</p> <p>Feedback forms which require action should be acted upon within forty-eight (48) hours upon receipt thereof.</p> <p>After which, citizen is informed of the answer with regard to the submitted feedback.</p> <p>Or</p> <p>Everyday, the Officer of the Day monitors the inbox of official email address, print the submitted feedback and forwards the same to the CEO Head who will in turn forward to Chief of Processing Enforcement Division. The latter will furnish copy/s of feedback to concerned Section/Division for proper action.</p> <p>After which, citizen is informed of the answer with regard to the submitted feedback.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1301 or email at <a href="mailto:engineering@pasay.gov.ph">engineering@pasay.gov.ph</a></p>
<p>How to file a complaint</p>	<p>Answer the feedback/complaint form and drop it in the suggestion box in front of One-Stop-Shop of CEO-PACD located at Room 311, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>OR</p> <p>You may send it via email, with the above information indicated therein.</p> <p>Contact information</p>



	<p>Tel. Nos.: 888-PASAY (72729) Local 1301  E-mail: <a href="mailto:engineering@pasay.gov.ph">engineering@pasay.gov.ph</a></p>
<p>How complaints are processed</p>	<p>The Officer of the Day, at the CEO-PACD, opens the suggestion box at 4:00 P.M. on a daily basis, retrieves the enclosed forms, and forwards to CEO Head for his information.</p> <p>CEO Head shall forward it to Chief of Processing Enforcement Division for his information and appropriate action. The Chief will then forward the same to the concerned Section/Division or employee which is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to the submitted complaint.</p> <p>OR</p> <p>Everyday, the Officer of the Day monitors the inbox of official email address, print the submitted complaint and forwards the same to the CEO Head who will in turn forward to Chief of Processing Enforcement Division. The latter will furnish copy/s of complaint to concerned Section/Division for proper action.</p> <p>After which, citizen is informed of the answer with regard to the submitted complaint.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1301 or email at <a href="mailto:engineering@pasay.gov.ph">engineering@pasay.gov.ph</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478-5093  PCC: 8888  CSC-CCB: 0908-8816565</p>



## FOURTH FLOOR

**Office of Councilor KING MARLON A. MAGAT (Room #404)**

*Tanggapan ni Konsehal KING MARLON A. MAGAT*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of Councilor King Marlon A. Magat Office-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 404, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback by sending your PM to the Official FB Page of King Marlon A. Magat.</p> <p>Contact info: Office of Councilor King Marlon A. Magat at 888-PASAY (72729) Local Nos. 1405, 1406 Email Address: <a href="mailto:councilorkhenmagat@gmail.com">councilorkhenmagat@gmail.com</a> FB Link: <a href="https://www.facebook.com/khenmagat">https://www.facebook.com/khenmagat</a></p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Councilor King Marlon A. Magat-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor King Marlon A. Magat for information and evaluation.</p> <p>Feedback forms are forwarded to concerned employee for his/her information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the Page Admin of Councilor King Marlon A. Magat Official FB Page will check the messenger inbox. Screenshots of messages will be forwarded to Councilor King Marlon A. Magat for information and evaluation.</p> <p>The same will be forwarded to concerned employee for his/her information and appropriate</p>



	<p>action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: Councilor King Marlon A. Magat Office 888-PASAY (72729) Local Nos. 1405, 1406          Email Address:  <a href="mailto:councilorkhenmagat@gmail.com">councilorkhenmagat@gmail.com</a>          FB Link:  <a href="https://www.facebook.com/khenmagat">https://www.facebook.com/khenmagat</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box, in front of Councilor King Marlon A. Magat-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 404, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Or</p> <p>You may visit the official page of Coun. Magat and send your complaint thru PM.</p> <p>Contact info: Office of Councilor Councilor King Marlon A. Magat at 888-PASAY (72729) Local Nos. 1405, 1406          Email Address:  <a href="mailto:councilorkhenmagat@gmail.com">councilorkhenmagat@gmail.com</a>          FB Link:  <a href="https://www.facebook.com/khenmagat">https://www.facebook.com/khenmagat</a></p>
<p>How complaints are processed</p>	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Councilor King Marlon A. Magat-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor King Marlon A. Magat for information and evaluation.</p>



	<p>The Office of Councilor King Marlon A. Magat shall evaluate the complaint or client concern, to be forwarded and received by the concerned employee for information and appropriate action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>Or</p> <p>Everyday, the Page Admin of Councilor King Marlon A. Magat Official FB Page will check the messenger inbox. Screenshots of messages will be forwarded to Councilor King Marlon A. Magat for information and evaluation.</p> <p>The Office of Councilor King Marlon A. Magat shall evaluate the complaint or client concern, to be forwarded and received by the concerned employee for information and appropriate action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact #s: Councilor King Marlon A. Magat Office 888-PASAY (72729) Local Nos. 1405, 1406 Email Address: <a href="mailto:councilorkhenmagat@gmail.com">councilorkhenmagat@gmail.com</a> FB Link: <a href="https://www.facebook.com/khenmagat">https://www.facebook.com/khenmagat</a>.</p>
Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565





**Office of Councilor DONNABEL M. VENDIVEL (Room #405)**

*Tanggapan ni Konsehala DONNABEL M. VENDIVEL*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Donnabel M. Vendivel, 4<sup>th</sup> Floor, Room 405, Pasay City Hall.</p> <p>Contact Info: Office of Coun. Donnabel M. Vendivel at 888-PASAY (72729) Local 1409 or email at <a href="mailto:donnabelvendivel@gmail.com">donnabelvendivel@gmail.com</a>.</p>
How feedbacks are processed	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to his/her feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Coun. Donnabel M. Vendivel at 888-PASAY (72729) Local 1409 or email at <a href="mailto:donnabelvendivel@gmail.com">donnabelvendivel@gmail.com</a>.</p>
How to file a complaint	<p>Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Donnabel Vendivel, 4<sup>th</sup> Floor, Room 405, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul>



	<ul style="list-style-type: none"> <li>• Full name and contact info of the complainant</li> </ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact Info: Office of Coun. Donnabel M. Vendivel or 888-PASAY (72729) Local 1409 or email at <a href="mailto:donnabelvendivel@gmail.com">donnabelvendivel@gmail.com</a>.</p>
How complaints are processed	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.</p> <p>Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Vendivel staff and the client).</p> <p>After which, citizen is informed of the answer with regard to his/her feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Coun. Donnabel M. Vendivel at 888-PASAY (72729) Local 1409 or email at <a href="mailto:donnabelvendivel@gmail.com">donnabelvendivel@gmail.com</a>.</p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Office of Councilor ABRAHAM ALBERT Q. ALVINA (Room #406)**

*Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA*

**FEEDBACK AND COMPLAINTS MECHANISMS**

How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Office of Honorable
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	<p>Abraham Albert 'Ambet' Q. Alvina -Public Assistance and Complaints Desk (CAA-PACD) at Room 406, Pasay City Hall.</p> <p>Or</p> <p>You may send your feedback via email</p> <p>Contact info: Office of Abraham Albert 'Ambet' Q. Alvina at 888-PASAY (72729) Local Nos. 1411, 1412 or send email at <a href="mailto:councilorabrahamalbert@gmail.com">councilorabrahamalbert@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the CAA-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor Ambet Alvina for appropriate actions.</p> <p>Feedback forms are forwarded to, and received by the concerned employee for information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: Office of Abraham Albert 'Ambet' Q. Alvina at 888-PASAY (72729) Local Nos. 1411, 1412 or send email at <a href="mailto:councilorabrahamalbert@gmail.com">councilorabrahamalbert@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box in front of the CAA-PACD at Room 416, Pasay City Hall.</p>



	<p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"><li>- Name of the person being complained</li><li>- Incident</li><li>- Evidence</li><li>- Full name and contact info of the complainant</li></ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact info: Office of Abraham Albert 'Ambet' Q. Alvina at 888-PASAY (72729) Local Nos. 1411, 1412 or send email at <a href="mailto:councilorabrahamalbert@gmail.com">councilorabrahamalbert@gmail.com</a></p>
How complaints are processed	<p>On a daily basis, the Officer of the Day at the CAA-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and these will be forwarded directly to Councilor Ambet Alvina for evaluation.</p> <p>Complaint forms are forwarded to, and received by the concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Councilor Ambet Alvina takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Alvina and the client).</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p>



	For inquiries and follow-ups, citizen may contact #s: Office of Abraham Albert 'Ambet' Q. Alvina at 888-PASAY (72729) Local Nos. 1411, 1412 or send email at <a href="mailto:councilorabrahamalbert@gmail.com">councilorabrahamalbert@gmail.com</a>
Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

**Office of Councilor MARLON A. PESEBRE (Room #407)**

*Tanggapan ni Konsehal MARLON A. PESEBRE*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of the Office of Councilor Pesebre-Public Assistance and Complaints Desk (PACD) at 4<sup>th</sup> Floor, Room 407, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback by sending your PM to the Official FB Account of Councilor Marlon A. Pesebre.</p> <p>Contact info: Office of Councilor Marlon A. Pesebre at 888-PASAY (72729) Local Nos. 1414, 1415 or email at <a href="mailto:mpesebre17@gmail.com">mpesebre17@gmail.com</a> or type @CouncilorMarlonPesebre for PM.</p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Councilor Pesebre-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Councilor Marlon A. Pesebre for evaluation.</p> <p>Feedback forms are forwarded to concerned employee/s for their information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the assigned personnel of the Office of Councilor Marlon Atienza Pesebre FB Page will check the messenger inbox of the Facebook Account. Screenshots of messages will be</p>



	<p>forwarded to concerned employee/s for proper action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: (Office of Councilor Pesebre) 888-PASAY (72729) Local Nos. 1414, 1415 or email at <a href="mailto:mpesebre17@gmail.com">mpesebre17@gmail.com</a> or type @CouncilorMarlonPesebre for PM.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box in front of the Office of Councilor Pesebre at Room 407, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details, to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Or</p> <p>You may visit the official FB page of Councilor Marlon Atienza Pesebre and send your complaint thru PM.</p> <p>Contact info: Office of Councilor Marlon A. Pesebre at 888-PASAY (72729) Local Nos. 1414, 1415 or email at <a href="mailto:mpesebre17@gmail.com">mpesebre17@gmail.com</a> or type @CouncilorMarlonPesebre for PM.</p>
<p>How complaints are processed</p>	<p>On a daily basis, the Officer of the Day at the Office of Councilor Pesebre-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same to the Councilor Marlon A. Pesebre for evaluation.</p> <p>Councilor Marlon A. Pesebre shall evaluate the complaint or client concern and forward to, and</p>



	<p>received by the concerned employee/s for information and appropriate action.</p> <p>He/she is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>Or</p> <p>Everyday, the Page of Councilor Marlon Atienza Pesebre FB Page will check the messenger inbox of the Facebook Account. Screenshots of messages will be forwarded to concerned employee/s for proper action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact #s: (Office of Councilor Pesebre) 888-PASAY (72729) Local Nos. 1414, 1415 or email at <a href="mailto:mpesebre17@gmail.com">mpesebre17@gmail.com</a> or type @CouncilorMarlonPesebre for PM.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Office of Councilor ANGELO NICOL P. ARCEO (Room #408)**

*Tanggapan ni Konsehal ANGELO NICOL P. ARCEO*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Angelo Nicol P. Arceo-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 408, Pasay City Hall.</p> <p>Or</p>



	<p>You may send your feedback via email.</p> <p>Contact Info: Office of Councilor Angelo Nicol P. Arceo at 888-PASAY (72729) Local Nos. 1417, 1418 or send email at <a href="mailto:teamarceo2022@gmail.com">teamarceo2022@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Councilor Angelo Nicol P. Arceo at 888-PASAY (72729) Local Nos. 1417, 1418 or send email at <a href="mailto:teamarceo2022@gmail.com">teamarceo2022@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Angelo Nicol P. Arceo-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 408, Pasay City Hall.</p>





	<p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"><li>• Name of the person being complained</li><li>• Incident</li><li>• Evidence</li><li>• Full name and contact info of the complainant</li></ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact Info: Office of Councilor Angelo Nicol P. Arceo at 888-PASAY (72729) Local Nos. 1417, 1418 or send email at <a href="mailto:teamarceo2022@gmail.com">teamarceo2022@gmail.com</a></p>
How complaints are processed	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.</p> <p>Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaints. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing</p>



	<p>investigation report, which will be forwarded to both parties (the Office of Councilor Angelo Nicol P. Arceo staff and the client).</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact Office of Councilor Angelo Nicol P. Arceo at 888-PASAY (72729) Local Nos. 1417, 1418 or send email at <a href="mailto:teamarceo2022@gmail.com">teamarceo2022@gmail.com</a></p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Office of Councilor JENNIFER D. PANALIGAN (Room #409)**

*Tanggapan ni Konsehala JENNIFER D. PANALIGAN*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Jennifer D. Panaligan-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 409, and Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback via email.</p> <p>Contact Info: Office of Councilor Jennifer D. Panaligan at 888-PASAY (72729) Local 1421 or email at <a href="mailto:panaliganallanjen@gmail.com">panaliganallanjen@gmail.com</a></p>
How feedbacks are processed	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s. He/she will be</p>



	<p>given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employee, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to his/her feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Councilor Jennifer D. Panaligan at 888-PASAY (72729) Local 1421 or email at <a href="mailto:panaliganallanjen@gmail.com">panaliganallanjen@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Jennifer D. Panaligan-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 409, and Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Full name and contact info of the complainant</li> </ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact Info: Office of Councilor Jennifer D. Panaligan at 888-PASAY (72729) Local 1421 or email at <a href="mailto:panaliganallanjen@gmail.com">panaliganallanjen@gmail.com</a></p>
<p>How complaints are processed</p>	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and</p>



	<p>forwarded to Local Legislative Staff Officer for evaluation.</p> <p>Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor Jennifer D. Panaligan staff and the client).</p> <p>After which, citizen is informed of the answer with regard to his/her feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Councilor Jennifer D. Panaligan at 888-PASAY (72729) Local 1421 or email at <a href="mailto:panaliganallanjen@gmail.com">panaliganallanjen@gmail.com</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>

**Office of Councilor MARK ANTHONY A. CALIXTO (Room #410)**

*Tanggapan ni Konsehal MARK ANTHONY A. CALIXTO*

**FEEDBACK AND COMPLAINTS MECHANISMS**

<p>How to send feedback</p>	<p>Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Mark Anthony A. Calixto-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 410, Pasay City Hall.</p>
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	<p>Or</p> <p>You may forward your feedback via email.</p> <p>Contact Info: Office of Coun. Mark Anthony A. Calixto at 888-PASAY (72729) Local Nos. 1423, 1424 or send email at <a href="mailto:kmc.rm410@gmail.com">kmc.rm410@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms or open the email inbox to print messages.</p> <p>Retrieved forms/emailed messages will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.</p> <p>Feedback forms/emails concerning feedback are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Coun. Mark Anthony A. Calixto at 888-PASAY (72729) Local Nos. 1423, 1424 or send email at <a href="mailto:kmc.rm410@gmail.com">kmc.rm410@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Fill out the complaint form and drop it in the suggestion box located at the Office of Coun. Mark Anthony A. Calixto, 4<sup>th</sup> Floor, Room 410, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Full name and contact info of the complainant</li> </ul>



	<p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact Info: Office Coun. Mark Anthony A. Calixto, tel. number 888-PASAY (72729) Local Nos.1423, 1424 or send email at <a href="mailto:kmc.rm410@gmail.com">kmc.rm410@gmail.com</a></p>
<p>How complaints are processed</p>	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms or open the email inbox to print messages.</p> <p>Retrieved forms/emailed messages will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.</p> <p>Complaint forms/emails concerning complaints are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun Calixto staff and the client).</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact OfficeCoun. Mark Anthony A. Calixto at 888-PASAY (72729) Local Nos. 1423, 1424 or send email at <a href="mailto:kmc.rm410@gmail.com">kmc.rm410@gmail.com</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>



**Office of Councilor RICARDO E. SANTOS (Room #411)**

*Tanggapan ni Konsehal RICARDO E. SANTOS*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor RICARDO E. SANTOS, 4<sup>th</sup> Floor, Room 411, Pasay City Hall.</p> <p>Or</p> <p>You may send your feedback via email.</p> <p>Contact Info: Office of Coun. Ricardo E. Santos at 888-PASAY (72729) Local 1427 or email us at <a href="mailto:konsehaldingsantos411@gmail.com">konsehaldingsantos411@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Coun. Ricardo E. Santos at 888-</p>



	<p>PASAY (72729) Local 1427 or email us at <a href="mailto:konsehaldingsantos411@gmail.com">konsehaldingsantos411@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Ricardo E. Santos, 4<sup>th</sup> Floor, Room 411, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Full name and contact info of the complainant</li> </ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact Info: Office of Coun. Ricardo E. Santos 888-PASAY (72729) Local 1427 or email us at <a href="mailto:konsehaldingsantos411@gmail.com">konsehaldingsantos411@gmail.com</a></p>
<p>How complaints are processed</p>	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.</p> <p>Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.</p> <p>Or</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint/s. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she</p>





	<p>will be given three (3) days upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Ricardo Santos staff and the client).</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact Office of Coun. Ricardo E. Santos at 888-PASAY (72729) Local 1427 or email us at <a href="mailto:konsehaldingsantos411@gmail.com">konsehaldingsantos411@gmail.com</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Liga ng mga Barangay (Room #412)**

<p style="text-align: center;"><b>FEEDBACK AND COMPLAINTS MECHANISMS</b></p>	
<p>How to send feedback?</p>	<p>Answer the feedback form, and drop it in the suggestion box, located at the Liga ng mga Barangay-Public Assistance and Complaints Desk (LIGA-PACD), Room 412, Pasay City Hall.</p> <p>Or</p> <p>Send feedback via email.</p> <p>Contact info: Liga ng mga Barangay (LIGA) at 888-PASAY (72729) Local 1430 or email us at <a href="mailto:lnbpasay2024@gmail.com">lnbpasay2024@gmail.com</a>.</p>
<p>How feedback is processed?</p>	<p>Every day at 4:00 P.M., the LIGA-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the Liga ng mga Barangay President.</p>



	<p>Copy thereof will be forwarded to the concerned personnel for information and appropriate action. He/she will be required to answer within one (1) working day upon receipt thereof.</p> <p>Or Everyday, the LIGA-PACD Officer of the Day will check the email of the office. Feedbacks will be printed and forwarded to concerned personnel, copy furnished Liga ng mga Barangay President, for proper action. After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1430 or email us at <a href="mailto:lnbpasay2024@gmail.com">lnbpasay2024@gmail.com</a>.</p>
<p>How to file complaint?</p>	<p>Answer the complaint form and drop it in the suggestion box suggestion box at the LIGA-PACD, Room 412, Pasay City Hall. Complaints can also be filed via telephone call. Kindly provide the following information, to wit:</p> <ol style="list-style-type: none"> <li>a. Name of the person being complained</li> <li>b. Narrative of the complaint</li> <li>c. Evidence</li> <li>d. Full name and contact information of the complainant</li> </ol> <p>Or</p> <p>Send your complaint thru email.</p> <p>Contact info: Liga ng mga Barangay (LIGA) at 888-PASAY (72729) Local 1430 or email us at <a href="mailto:lnbpasay2024@gmail.com">lnbpasay2024@gmail.com</a>.</p>
<p>How complaints are processed?</p>	<p>The Liga-PACD Officer of the Day opens the suggestion box on a daily basis</p>



	<p>at 4:00 P.M., retrieves and records the submitted complaint, then forwards the same to the Liga ng mga Barangay President.</p> <p>The PACD Officer of the Day shall evaluate the complaint and forward it to the concerned personnel for information and appropriate action. The latter shall be given at least two (2) working days to provide answer or reply thereto. The answer will then be assessed, and a decision thereof will be released.</p> <p>After which, citizen is notified of the answer with regard to his/her complaint.</p> <p>Or</p> <p>The PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to the concerned personnel, copy furnished the Liga ng mga Barangay President.</p> <p>Concerned shall be given at least two (2) working days to provide answer or reply thereto. The answer will then be assessed, and a decision thereof will be released.</p> <p>The client shall be informed of the answer and decision relative to his/her complaint.</p> <p>Contact info: Liga ng mga Barangay (LIGA) at 888-PASAY (72729) Local 1430 or email us at <a href="mailto:lnbpasay2024@gmail.com">lnbpasay2024@gmail.com</a>.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>



## Tourism and Cultural Development Office (Room #417)

### Tanggapan ng Pagpapaunlad ng Turismo at Pangkultura

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form and drop it in the suggestion box located at the Tourism and Cultural Development Office-Public Assistance and Complaints Desk (TCDO-PACD) at Room 417, Pasay City Hall.</p> <p>Contact Info:            Telephone No.: 888-PASAY (72729) Local Nos. 1451, 1452            Email Address: <a href="mailto:pasaytourism@gmail.com">pasaytourism@gmail.com</a></p>
How feedbacks are processed	<p>Everyday, before 5:00 P.M. From Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the forms, and forwards the same to the TCDO Head, for his information and appropriate action.</p> <p>The concerned staff shall immediately be notified the following day and required to comment/answer within twenty-four (24 hours) upon his/her receipt of notice. Likewise, the citizen shall be notified, via text message, on the action taken by the TCDO.</p> <p>After which, the TCDO shall inform the citizen of the answer with regard to his/her concern.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local Nos. 1451, 1452 or email us at <a href="mailto:pasaytourism@gmail.com">pasaytourism@gmail.com</a>.</p>
How to file a complaint	<p>Answer the complaint form and drop it in the suggestion box in front TCDO-PACD at Room 417, Pasay City Hall.</p> <p>Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit;</p> <ul style="list-style-type: none"> <li>- Full name of the complainant, his/her address and contact number</li> <li>- Date and time of the incident</li> <li>- Name of the person/staff subject of the complaint</li> </ul>



	<p>- Evidence</p> <p>Contact Info:  Telephone No.: 888-PASAY (72729) Local Nos. 1451, 1452  Email Address: <a href="mailto:pasaytourism@gmail.com">pasaytourism@gmail.com</a></p>
<p>How complaints are processed</p>	<p>The Officer of the Day opens the suggestion box before 4:00 P.M. on a daily basis, from Monday to Friday, and forwards the said accomplished complaint/suggestion form to the TCDO Head, for his information and immediate action.</p> <p>The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.</p> <p>If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next following working day.</p> <p>The TCDO Head shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof.  The complaint shall likewise be informed within 24 hours of the initial action of TCDO Head.</p> <p>Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.</p> <p>Within 24 hours, the TCDO Head must come up with a resolution on the issue subject of the complaint and furnish the complainant thereof.</p> <p>For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local Nos. 1451, 1452 or email us at <a href="mailto:pasaytourism@gmail.com">pasaytourism@gmail.com</a>.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478-5093  PCC: 8888  CSC-CCB: 0908-8816565</p>



**SK Federation Office (Room #418)**

*Tanggapan ng Pederasyon ng Sangguniang Kabataan*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of SK Federation Office-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup>Floor, Room 418, Pasay City Hall</p> <p>Or</p> <p>You may forward your feedback via email.</p> <p>Contact Info: SK Federation Office at 888-PASAY (72729) Local Nos. 1456, 1457 or send email at <a href="mailto:skfederationpasay@gmail.com">skfederationpasay@gmail.com</a></p>
How feedbacks are processed	<p>Everyday at 4:30 P.M., the assigned Officer of the Day at the SK Federation Office-PACD opens the suggestion box, retrieves the enclosed forms and forwards the same to SK President Benedict M. Angeles to properly address the concerned individuals and issues.</p> <p>Feedback forms are forwarded to, and received by the concerned employee for information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the Officer of the Day will check the inbox of the email account of the office and will refer the printout of messages to SK President Benedict M. Angeles for evaluation.</p> <p>After which, the printout will be forwarded to the concerned employee for his/her information and appropriate action. Staff is given at least forty-eight (48) hours upon receipt to file a comment or answer thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p>



	<p>For inquiries and follow-ups, citizen may contact #s: SK Federation Office at 888-PASAY (72729) Local Nos. 1456, 1457 or send email at <a href="mailto:skfederationpasay@gmail.com">skfederationpasay@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box, in front of SK Federation Office-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup>Floor, Room 418, Pasay City Hall</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact Info: SK Federation Office at 888-PASAY (72729) Local Nos. 1456, 1457 or send email at <a href="mailto:skfederationpasay@gmail.com">skfederationpasay@gmail.com</a></p>
<p>How complaints are processed</p>	<p>Everyday at 4:30 P.M., the assigned Officer of the Day at the SK Federation Office-PACD opens the suggestion box, retrieves the enclosed forms and forwards it to SK President Benedict M. Angeles to properly address the concerned individuals and issues.</p> <p>Complaint forms are forwarded to, and received by the concerned employee for information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the Officer of the Day will check the inbox of the email account of the office and will refer the printout of messages to the SK President Benedict M. Angeles for evaluation.</p>



	<p>After which, the printout will be forwarded to the concerned employee for his/her information and appropriate action. Staff is given at least forty-eight (48) hours upon receipt to file a comment or answer thereto;</p> <p>Upon receipt of answer, SK President Benedict M. Angeles takes final action thereof by issuing investigation report, which will be forwarded to both parties (SK Federation Office staff and the client).</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: SK Federation Office at 888-PASAY (72729) Local Nos. 1456, 1457 or send email at <a href="mailto:skfederationpasay@gmail.com">skfederationpasay@gmail.com</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CCB: 0908-8816565</p>

**Office of Councilor MA. ANTONIA C. CUNETA (Room #420)**

*Tanggapan ni Konsehala MA. ANTONIA C. CUNETA*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the form and drop it in the suggestion box located at the Office of Councilor Ma. Antonia C. Cuneta-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 420, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback via email.</p> <p>Contact info: Office of Councilor Ma. Antonia C. Cuneta at 888-PASAY (72729) Local Nos. 1465, 1466 or send email at <a href="mailto:councilortonya@gmail.com">councilortonya@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>Everyday at 4:00 p.m. the Officer of the Day will opens the Suggestion Box, retrieves the enclosed forms, and forwards the same to Honorable</p>





	<p>Councilor Ma. Antonia C. Cuneta, for information and evaluation of client's feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s. He/she/they will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. Feedback forms are forwarded to and received by the concerned employee/s. He/she/they will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Councilor Ma. Antonia C. Cuneta at 888-PASAY (72729) Local Nos. 1465, 1466 or send email at <a href="mailto:councilortonya@gmail.com">councilortonya@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Answer the form and drop it in the suggestion box located at the Office of Councilor Ma. Antonia C. Cuneta-PACD, 4<sup>th</sup> Floor, Room 420, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"><li>• Name of the person being complained</li><li>• Incident</li><li>• Evidence</li><li>• Full name and contact info of the complainant</li></ul> <p>Or</p> <p>You may forward your complaint by sending your message via email.</p>



	<p>Contact info: Office of Councilor Ma. Antonia C. Cuneta at 888-PASAY (72729) Local Nos. 1465, 1466 or send email at <a href="mailto:councilortonya@gmail.com">councilortonya@gmail.com</a></p>
<p>How complaints are processed</p>	<p>The Officer of the Day will open the Suggestion Box, retrieves the enclosed forms, and forwards the same to Honorable Councilor Ma. Antonia C. Cuneta, for information and evaluation of client's complaint.</p> <p>Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she/they will be given at least within forty-eight (48) hours upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she/they will be given at least within forty-eight (48) hours upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Honorable Councilor Ma. Antonia C. Cuneta takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Cuneta staff and the client).</p> <p>After which, citizen is informed of the answer with regards to their complaints.</p> <p>For inquiries and follow-ups, citizen may contact Office of Councilor Ma. Antonia C. Cuneta at 888-PASAY (72729) Local Nos. 1465, 1466 or send email at <a href="mailto:councilortonya@gmail.com">councilortonya@gmail.com</a></p>



Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565
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**Office of Councilor MARY GRACE B. SANTOS (Room #421)**

*Tanggapan ni Konsehala MARY GRACE B. SANTOS*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Mary Grace B. Santos-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 421, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback via email.</p> <p>Contact Info: Office of Councilor Mary Grace B. Santos at 888-PASAY (72729) Local Nos. 1468, 1469 or send email at <a href="mailto:councilor.grace.santos@gmail.com">councilor.grace.santos@gmail.com</a></p>
How feedbacks are processed	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be</p>



	<p>given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Councilor Mary Grace B. Santos at 888-PASAY (72729) Local Nos. 1468, 1469 or send email at <a href="mailto:councilor.grace.santos@gmail.com">councilor.grace.santos@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Mary Grace B. Santos, 4<sup>th</sup> Floor, Room 421, Pasay City Hall</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Full name and contact info of the complainant</li> </ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact Info: Office of Councilor Mary Grace B. Santos at 888-PASAY (72729) Local Nos. 1468, 1469 or send email at <a href="mailto:councilor.grace.santos@gmail.com">councilor.grace.santos@gmail.com</a></p>
<p>How complaints are processed</p>	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.</p> <p>Complaint forms are forwarded to, and received by the concerned employee/s for appropriate</p>



	<p>action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor M.G. Santos staff and the client).</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact Office of Councilor Mary Grace B. Santos at 888-PASAY (72729) Local Nos. 1468, 1469 or send email at <a href="mailto:councilor.grace.santos@gmail.com">councilor.grace.santos@gmail.com</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>

**Office of Councilor EDITHA Y. MANGUERRA (Room #422)**

*Tanggapan ni Konsehala EDITHA Y. MANGUERRA*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Editha Y. Manguerra-Public Assistance and Complaints Desk (PACD) 4<sup>th</sup> Floor, Room 422, Pasay City Hall</p> <p>Or</p> <p>You may forward your feedback via email.</p>



	<p>Contact Info: Office of Councilor Editha Y. Manguerra at 888-PASAY (72729) Local Nos. 1472, 1473 or send email at <a href="mailto:counedithmanguerra@gmail.com">counedithmanguerra@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>The Officer of the Day will open the Suggestion Box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to their feedback.</p> <p>For inquires and follow-ups, citizen may contact Office of Councilor Editha Y. Manguerra at 888-PASAY (72729) Local Nos. 1472, 1473 or send email at <a href="mailto:counedithmanguerra@gmail.com">counedithmanguerra@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Editha Y. Manguerra-Public Assistance and Complaints Desk (PACD) 4<sup>th</sup> Floor, Room 422, Pasay City Hall</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details, to wit:</p>



	<ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Full name and contact info of the complainant</li> </ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact Info: Office of Coun. Editha Y. Manguerra, tel. number 888-PASAY (72729) Local Nos. 1472, 1473 or send email at <a href="mailto:counedithmanguerra@gmail.com">counedithmanguerra@gmail.com</a></p>
How complaints are processed	<p>The Officer of the Day will open the Suggestion box daily to retrieve the forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.</p> <p>Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.</p> <p>Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.</p> <p>Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor Manguerra staff and the client).</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquires and follow-ups, citizen may contact Office of Councilor Edith Y. Manguerra at 888-</p>



	PASAY (72729) Local Nos. 1472, 1473 or send email at <a href="mailto:counedithmanguerra@gmail.com">counedithmanguerra@gmail.com</a>
Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB: 0908-8816565

**Office of Councilor JOSE C. ISIDRO JR. (Room #423)**

*Tanggapan ni Konsehal JOSE C. ISIDRO JR.*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form and drop it in the suggestion box at the Office of Councilor Jose Calixto Isidro Jr.-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 423, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback by sending your PM to the Official FB Page of Konsehal Joey Calixto Isidro.</p> <p>Contact info: Office of Councilor Jose Calixto Isidro Jr. at 888-PASAY (72729) Local Nos. 1475, 1476 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.</p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Coun. Isidro opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Chief of Staff for proper investigation.</p> <p>These forms are forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Every day, the Page Admin of the Konsehal Joey Calixto Isidro Official FB Page will check the messenger inbox of the Facebook Account. Printouts of message screenshots will be</p>





	<p>forwarded to the Chief of Staff and the concerned employee for proper action.</p> <p>After which, citizen is informed of the answer with regard to their feedback on the email or contact no. they have provided.</p> <p>For inquiries and follow-ups, citizen may contact Office of Jose Calixto Isidro Jr. at 888-PASAY (72729) Local Nos. 1475, 1476 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box at the Office of Councilor Jose Calixto Isidro Jr.-Public Assistance and Complaints Desk (PACD), 4<sup>th</sup> Floor, Room 423, Pasay City Hall.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Or</p> <p>You may forward your complaint by sending your PM to the Official FB Page of Konsehal Joey Calixto Isidro.</p> <p>Contact info: Office of Councilor Jose Calixto Isidro Jr. at 888-PASAY (72729) Local Nos. 1475, 1476 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.</p>
<p>How complaints are processed</p>	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Coun. Isidro opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Chief of Staff for proper investigation.</p> <p>These forms are forwarded to concerned employee/s for their information and appropriate</p>



	<p>action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Every day, the Page Admin of the Konsehal Joey Calixto Isidro Official FB Page will check the messenger inbox of the Facebook Account. Printouts of message screenshots will be forwarded to the Chief of Staff and the concerned employee for proper action.</p> <p>After which, citizen is informed of the answer with regard to their complaint on the email or contact no. they have provided.</p> <p>For inquiries and follow-ups, citizen may contact Office of Jose Calixto Isidro Jr. at 888-PASAY (72729) Local Nos. 1475, 1476 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>

**Office of the City Secretariat (Room #424)**

*Tanggapan ng Kalihim ng Sangguniang Panlungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Fill out the feedback form, and drop it in the suggestion box, in front of the Office of the City Secretary to the Sangguniang Panlungsod Office-Public Assistance and Complaint Desk at Room 424, Pasay City Hall.</p> <p>Or</p> <p>You may forward your feedback by sending your PM to the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod.</p> <p>Contact info: Office of the Secretary to the Sangguniang Panlungsod at 888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432 or</p>



	<p>email at <a href="mailto:pasaycitysecretariat@gmail.com">pasaycitysecretariat@gmail.com</a> or type @secpasaycityfor PM.</p>
<p>How feedbacks are processed</p>	<p>Everyday at 4:00 P.M., the assigned PACD Officer of the Day opens the suggestion box and retrieves the enclosed forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to the Officer-in-Charge for proper evaluation thereof.</p> <p>Feedback forms are forwarded to the concerned employee/s for information and appropriate action. Employee/s is/are given at least twenty-four (24) hours upon receipt thereof to provide answer or reply;</p> <p>Or</p> <p>Everyday, the Page Admin of the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod will check the messenger inbox of the office's Facebook Account, and will refer the printout of message to the OIC Secretariat for evaluation.</p> <p>After which, the printout will be forwarded to concerned employee/s; he/she/they will be given at least twenty-four (24) hours upon receipt thereof to submit a reply.</p> <p>After which, citizen is informed of the answer with regard to his/her feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: Office of the Secretary to the Sangguniang Panlungsod at 888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432 or email at <a href="mailto:pasaycitysecretariat@gmail.com">pasaycitysecretariat@gmail.com</a> or type @secpasaycityfor PM.</p>
<p>How to file a complaint</p>	<p>Fill out the complaint form, and drop it in the suggestion box, in front of the Office of the City Secretary to the Sangguniang Panlungsod Office-Public Assistance and Complaint Desk at Rooms 424, Pasay City Hall.</p>



	<p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"><li>- Name of the person being complained</li><li>- Incident</li><li>- Evidence</li><li>- Full name and contact info of the complainant</li></ul> <p>Or</p> <p>You may forward your complaint by sending your PM to the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod.</p> <p>Contact info: Office of the Secretary to the Sangguniang Panlungsod at 888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432 or email at <a href="mailto:pasaycitysecretariat@gmail.com">pasaycitysecretariat@gmail.com</a> or type @secpasaycityfor PM.</p>
How complaints are processed	<p>Everyday at 4:00 P.M., the assigned PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms.</p> <p>Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to the Officer-in-Charge for proper evaluation.</p> <p>Complaint forms are forwarded to the concerned employee/s for information and appropriate action. Employee/s is/are given at least twenty-four (24) hours upon receipt to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday, the Page Admin of the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod will check the messenger inbox of the office's Facebook Account, and will refer the printout of message to the OIC Secretariat for evaluation. After which, the printout will be forwarded to concerned employee/s; he/she/they will be given</p>



	<p>at least twenty-four (24) hours upon receipt thereof to submit a reply.</p> <p>The citizen is then informed of the answer with regard to his/her complaints.</p> <p>For inquiries and follow-ups, citizen may contact #s: Office of the Secretary to the Sangguniang Panlungsod at 888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432 or email at <a href="mailto:pasaycitysecretariat@gmail.com">pasaycitysecretariat@gmail.com</a> or type @secpasaycityfor PM.</p>
Contact Information of ARTA, PCC and CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

### Pasay Cooperative Development Office (Room #426)

*Tanggapan ng Pagpapaunlad ng Kooperatiba ng Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box located at the Pasay Cooperative Development Office-Public Assistance and Complaints Desk (Pasay CDO – PACD), Room 426, Pasay City Hall.</p> <p>OR</p> <p>Send your feedback via email.</p> <p>Contact info: Pasay Cooperative Development Office (Pasay CDO) at 888-PASAY (72729) Local Nos. 1436, 1437, 1438 or email us at <a href="mailto:citycoopofc@pasay.gov.ph">citycoopofc@pasay.gov.ph</a> or <a href="mailto:coop@pasay.gov.ph">coop@pasay.gov.ph</a>.</p>
How feedbacks are processed	<p>Every day at 4:00 P.M., the Pasay CDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and arranges all feedback submitted.</p> <p>Copy thereof will be forwarded to the concerned personnel for information and appropriate action, copy furnished the Pasay CDO Head. He/she shall be given at least one (1) day to provide answer or reply thereto.</p>



	<p>Or</p> <p>The Pasay CDO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel for information and appropriate action; copy furnished the Pasay CDO Head. The concerned personnel shall be given at least two (2) days to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local Nos. 1436, 1437, 1438 or email us at <a href="mailto:citycoopofc@pasay.gov.ph">citycoopofc@pasay.gov.ph</a> or <a href="mailto:coop@pasay.gov.ph">coop@pasay.gov.ph</a>.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box of the Pasay CDO-PACD, Room 426, Pasay City Hall.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Name and contact information of the complainant</li> </ul> <p>Or</p> <p>It may be sent thru email, ensuring that required information are provided, as stated.</p> <p>Contact info: Pasay Cooperative Development Office (Pasay CDO) at 888-PASAY (72729) Local Nos. 1436, 1437, 1438 or email us at <a href="mailto:citycoopofc@pasay.gov.ph">citycoopofc@pasay.gov.ph</a> or <a href="mailto:coop@pasay.gov.ph">coop@pasay.gov.ph</a>.</p>
<p>How complaints are processed</p>	<p>Pasay CDO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to the concerned personnel for information and appropriate</p>



	<p>action. Copy thereof will also be provided to the Pasay CDO Head.</p> <p>Concerned employee shall be given two (2) days to provide answer or reply thereto. He shall submit his answer to Pasay CDO Head for his information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>Or</p> <p>Everyday, the Pasay CDO-PACD Officer of the Day will check the email of the office. Complaints will be printed and forwarded to the concerned personnel, for information and appropriate action, copy furnished the Pasay CDO Head.</p> <p>Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to Pasay CDO Head for his information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local Nos. 1436, 1437, 1438 or email us at <a href="mailto:citycoopofc@pasay.gov.ph">citycoopofc@pasay.gov.ph</a> or <a href="mailto:coop@pasay.gov.ph">coop@pasay.gov.ph</a>.</p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>

**Office of the City Vice Mayor (Room #427)**

*Tanggapan ng Bise Alkalde ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box located at the Office of the Vice Mayor-Public Assistance and</p>



	<p>Complaints Desk (OVM-PACD), Room 427, Pasay City Hall.</p> <p>Or</p> <p>Send your feedback via email.</p> <p>Contact info: the Office of the Vice Mayor (OVM) at 888-PASAY (72729) Local 1443 or email us at <a href="mailto:vmyetbo64@yahoo.com">vmyetbo64@yahoo.com</a>.</p>
<p>How feedbacks are processed</p>	<p>OVM-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the City Vice Mayor thru the Administrative Division Head.</p> <p>The concerned personnel shall be given at least one (1) day to provide answer or reply thereto. Copy thereof shall be given to the City Vice Mayor thru the Administrative Division Head for information and appropriate action.</p> <p>Or</p> <p>The OVM-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel for information and appropriate action, copy furnished the City Vice Mayor. The concerned personnel shall be given at least one (1) day to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1443 or email us at <a href="mailto:vmyetbo64@yahoo.com">vmyetbo64@yahoo.com</a>.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box of the OVM -PACD, Room 427, Pasay City Hall.</p>





	<p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"><li>• Name of the person being complained</li><li>• Incident</li><li>• Evidence</li><li>• Name and contact information of the complainant</li></ul> <p>Or</p> <p>It may be sent thru email, ensuring that required information are provided, as stated.</p> <p>Contact info: the Office of the Vice Mayor (OVM) at 888-PASAY (72729) Local 1443 or email us at <a href="mailto:vmyetbo64@yahoo.com">vmyetbo64@yahoo.com</a>.</p>
<p>How complaints are processed</p>	<p>OVM-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the City Vice Mayor thru the Administrative Division Head.</p> <p>Concerned employee shall be given one (1) day to provide answer or reply thereto. He shall submit his answer to City Vice Mayor for his information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>Or</p> <p>Everyday, the OVM-PACD Officer of the Day will check the email of the office. Emailed complaints will be printed and forwarded to the concerned personnel, for information and appropriate action, copy furnished the City Vice Mayor thru the Administrative Division Head.</p>



	<p>Concerned employee is given one (1) day to provide answer and reply thereto. He shall submit his answer to City Vice Mayor for his information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1443 or email us at <a href="mailto:vmyetbo64@yahoo.com">vmyetbo64@yahoo.com</a>.</p>
Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



## OUTSIDE OFFICES

### City Prosecutor's Office

(Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City)

*Tanggapan ng Taga-Usig ng Lungsod*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box located at the City Prosecutors Office –Public Assistance and Complaints Desk (CPO-PACD), Room 101, Hall of Justice Building, Pasay City</p> <p>OR</p> <p>Send your feedback via email.</p> <p>Contact info: City Prosecutors Office (CPO) at 8824-0433 or email us at <a href="mailto:ocppasay@doj.gov.ph">ocppasay@doj.gov.ph</a></p>
How feedbacks are processed	<p>Every day at 4:00 P.M., the Acting Chief of the Records Section of City Prosecutor Office or the CPDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel, copy furnished the City Prosecutor.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the City Prosecutor for information and appropriate action.</p> <p>Or</p> <p>The Acting Chief of the Records Section of City Prosecutor Office or CPO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the City Prosecutor.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be</p>



	<p>given to the City Prosecutor for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, the citizen may call at 8831-0317 or email us at <a href="mailto:ocppasay@doj.gov.ph">ocppasay@doj.gov.ph</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box located at the City Prosecutors Office–Public Assistance and Complaints Desk (CPO-PACD), Room 101, Pasay City Hall of Justice Building.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit:</p> <ul style="list-style-type: none"><li>a. Name of person being complained</li><li>b. Incident</li><li>c. Evidence</li><li>d. Name and contact information of the complainant</li></ul> <p>Or</p> <p>It can also be filed by sending an email, ensuring that required information are provided, as stated.</p> <p>Contact info: City Prosecutors Office (CPO) at 8824-0433 or email us at <a href="mailto:ocppasay@doj.gov.ph">ocppasay@doj.gov.ph</a></p>
<p>How complaints are processed</p>	<p>Every day at 4:00 P.M., the Acting Chief of the Records Section of City Prosecutor Office or CPDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, all the complaints submitted, and forwards the same to the concerned personnel, copy furnished the City Prosecutor.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be</p>



	<p>given to the City Prosecutor for information and appropriate action.</p> <p>Or</p> <p>The Acting Chief of the Records Section of City Prosecutor Office or CPO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the City Prosecutor.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the City Prosecutor for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, the citizen may call at 8831-0317 or email us at <a href="mailto:ocppasay@doj.gov.ph">ocppasay@doj.gov.ph</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**City University of Pasay (F.B. Harrison Pasadeña St. Pasay City)**

*Unibersidad ng Lungsod Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box, at the lobby of City University of Pasay-Public Assistance and Complaints Desk (CUP-PACD), CUP Office, F.B. Harrison Pasadeña St. Pasay City.</p> <p>Or</p> <p>You may forward your feedback via email.</p>



	<p>Contact info: City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at <a href="mailto:cityunipasay@gmail.com">cityunipasay@gmail.com</a></p>
<p>How feedbacks are processed</p>	<p>Everyday at 4:00 P.M., the assigned Officer of the Day at the CUP-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Office of the VP for Administration.</p> <p>Feedback forms are forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>Or</p> <p>Everyday the assigned personnel will check the Email Account of CUP Admin and will refer the printed messages to the VP for Administration for evaluation. for evaluation.</p> <p>Printed copy of the feedbacks will be forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact the City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at <a href="mailto:cityunipasay@gmail.com">cityunipasay@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box, at the lobby of City University of Pasay-Public Assistance and Complaints Desk (CUP-PACD), CUP Office, F.B. Harrison, Pasadeña St. Pasay City.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul>



	<p>- Full name and contact info of the complainant</p> <p>Or</p> <p>You may forward your complaints via email.</p> <p>Contact info: City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at <a href="mailto:cityunipasay@gmail.com">cityunipasay@gmail.com</a></p>
How complaints are processed	<p>On a daily basis, the Officer of the Day at the CUP-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same to the Office of the VP for Administration.</p> <p>The CUP-Office of the VP for Administration shall evaluate the complaint or client concern and forward it to concerned employee/s for their information and appropriate action. Concerned employee/s are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>Or</p> <p>Everyday the assigned personnel will check the Email Account of CUP Admin and will refer the printout of the messages to the Office of the VP Administration for evaluation.</p> <p>Printed copy of the feedbacks will be forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact the City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at <a href="mailto:cityunipasay@gmail.com">cityunipasay@gmail.com</a></p>



Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565
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**City Veterinarian's Office (BAC 1-11 Don Carlos Revilla, Barangay 190, Pasay City)**

*Tanggapan ng Beterinaryo*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the client feedback form and drop it in the suggestion box of the City Veterinarian's Office-Public Assistance and Complaints Desk (CVO-PACD), BAC 11, Barangay 190, Pasay City.</p> <p>Feedbacks can also be sent thru email.</p> <p>Contact information: (CVO) at 8834-1176, or email us at <a href="mailto:pasaycityvet@gmail.com">pasaycityvet@gmail.com</a>.</p>
How feedbacks are processed	<p>Every day at 4:00 P.M., the assigned Officer of the Day at the CVO-PACD opens the suggestion box, records all the retrieved forms, evaluates and forwards the same to concerned personnel, copy furnished the City Veterinarian.</p> <p>Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian to take final action.</p> <p>Or</p> <p>Every day, the assigned personnel of the CVO will check the email of the office. Emails re: feedback/s will be printed and forwarded to concerned personnel for proper action, copy furnished the City Veterinarian.</p> <p>Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian to take final action.</p>





	<p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, the client may call CVO at 8834-1176 or email us at <a href="mailto:pasaycityvet@gmail.com">pasaycityvet@gmail.com</a>.</p>
<p>How to file a complaint</p>	<p>Fill out the complaint form and drop it in the suggestion box of the CVO-PACD, BAC 11, Barangay 190, Pasay City.</p> <p>Complaint/s can also be filed via email.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Name and contact information of the complainant</li> </ul> <p>Contact information: (CVO) at 8834-1176, or email us at <a href="mailto:pasaycityvet@gmail.com">pasaycityvet@gmail.com</a>.</p>
<p>How complaints are processed</p>	<p>The CVO-PACD “Officer of the Day” opens the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian.</p> <p>Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed and a decision thereof will be released.</p> <p>Or</p> <p>Every day, the assigned personnel of the CVO will check the email of the office. Emails re: complaint/s will be printed and forwarded to concerned personnel for proper action, copy furnished the City Veterinarian. The answer will be assessed and a decision thereof will be released.</p>



	<p>After which, the citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, the client may call CVO at 8834-11-76 or email us at <a href="mailto:pasaycityvet@gmail.com">pasaycityvet@gmail.com</a>.</p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-881-6565 (SMS)</p>

**Cuneta Astrodome (Derham St., Roxas Blvd., Pasay City)**

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of the Administration Office of Cuneta Astrodome, Derham St., Roxas Blvd., Pasay City.</p> <p>Or</p> <p>You may send your feedback via email.</p> <p>Contact info: Cuneta Astrodome-Administration Office 8831-4652 and 8831-4732, or email us at <a href="mailto:gar_thor@yahoo.com">gar_thor@yahoo.com</a></p>
How feedbacks are processed	<p>Every day at 4:00 P.M., the assigned “Officer of the Day” at the Cuneta Astrodome-PACD opens the suggestion box to retrieve the forms.</p> <p>Retrieved Forms will be logged by the PACD “Officer of the Day” for monitoring purposes and forwarded to the Officer-in-Charge for evaluation of client’s feedback.</p> <p>Feedback forms are forwarded to and received by the concerned employee/s for information and appropriate action. He/She/They will be given at least forty-eight (48) hours to provide answer or reply thereto.</p>



	<p>After which, citizen is informed of the answer with regard to his/her feedback.</p> <p>For inquiries and follow-ups, citizen may contact #s: Cuneta Astrodome-Administration Office at 8831-4652 and 8831-4732 or email us at <a href="mailto:gar_thor@yahoo.com">gar_thor@yahoo.com</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box, in front of the Administration Office of Cuneta Astrodome, Derham St., Roxas Blvd., Pasay City.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following details:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Contact info: Cuneta Astrodome-Administration Office 8831-4652 and 8831-4732.</p>
<p>How complaints are processed</p>	<p>On a daily basis, the “Officer of the Day” at the Cuneta Astrodome-PACD opens the suggestion box to retrieve the forms.</p> <p>Retrieved Forms will be logged by the PACD “Officer of the Day” for monitoring purposes and forwarded to the Officer-in-Charge.</p> <p>The Officer-in-Charge shall evaluate the complaint and refer it to concerned employee/s for their information and appropriate action. He/She/They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be</p>



	<p>assessed and decision thereof will be released.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact #s: Cuneta Astrodome-Administration Office 8831-4652 and 8831-4732.</p>
Contact Information of ARTA, PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Derham Park & Sports Complex** (Derham corner F.B. Harrison Street, Barangay 76, Pasay City)

*Parke ng Derham at Panlunang Pampalakan*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, in front of the Derham Park and Sports Complex-Public Assistance and Complaints Desk (DPSC-PACD), located at Derham corner F.B. Harrison Street, Barangay 76, Pasay City.</p> <p>Contact information Tel. Nos.:8831-4792 (DPSC) and 8833-2161 (CAAdO)</p>
How feedbacks are processed	<p>Everyday at 4:00 P.M., the Officer of the Day at the DPSC-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CAdminO overall supervisor for evaluation, who in turn forwards the same to the City Administrator, for his information and appropriate action.</p> <p>Feedback forms will then be forwarded to concerned employee who is given at least forty-eight (48) hours to provide answer or reply thereto;</p>



	<p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, citizen may contact: 8831-4792 (DPSC) and 8833-2161 (CAAdO)</p>
<p>How to file a complaint</p>	<p>Answer the complaint form, and drop it in the suggestion box, in front of the DPSC-PACD, located at Derham Street corner Roxas Boulevard, Barangay 76, Pasay City.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Contact information Tel. Nos.: 8831-4792 (DPSC) and 8833-2161 (CAAdO)</p>
<p>How complaints are processed</p>	<p>On a daily basis at 4:00 P.M., the Officer of the Day at the DPSC-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CAdminO overall supervisor for evaluation, who in turn forwards the same to the City Administrator, for his information and appropriate action.</p> <p>The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.</p> <p>If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next working day.</p> <p>The City Administrator shall require the concerned staff subject of the complaint to</p>



	<p>answer/explain within forty-eight (48) hours upon notification thereof.</p> <p>The complainant shall likewise be informed within twenty-four (24) hours of the initial action of City Administrator.</p> <p>Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.</p> <p>Within twenty-four (24) hours, the City Administrator must come up with a resolution on the issue subject of the complaint and furnish the complainant accordingly.</p> <p>For inquiries and follow-ups, citizen may contact: 8831-4792 (DPSC) and 8833-2161 (CAdminO)</p>
<p>Contact Information of ARTA, PCC,CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565</p>

**Office of Senior Citizen’s Affairs (G/F OSCA Building, Derham, Pasay City)**

*Tanggapan para sa Kapakanan ng mga Nakatatanda*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<p>How to send feedback</p>	<p>Answer the feedback form, and drop it in the suggestion box located at the Office for Senior Citizens Affairs-Public Assistance and Complaints Desk (OSCA-PACD), G/F OSCA Building, Derham, Pasay City.</p> <p>Contact info: Office of the Senior Citizens Affair (OSCA) at 88040976 or email us at <a href="mailto:oscapasaycity2019@gmail.com">oscapasaycity2019@gmail.com</a>.</p>



<p>How feedbacks are processed</p>	<p>Every day at 4:00 P.M., the OSCA-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and arranges all feedback submitted.</p> <p>Concerned employee shall be given two (2) days to provide answer or reply thereto. Copy thereof shall be forwarded to the OSCA Officer-in-Charge, for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, clients may contact Office of the Senior Citizens Affair (OSCA) at 88040976 or email us at <a href="mailto:oscapasaycity2019@gmail.com">oscapasaycity2019@gmail.com</a>.</p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it in the suggestion box of the G/F OSCA Building, Derham, Pasay City.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> <li>• Name and contact information of the complainant</li> </ul> <p>Contact info: Office of the Senior Citizens Affair (OSCA) at 88040976 or email us at <a href="mailto:oscapasaycity2019@gmail.com">oscapasaycity2019@gmail.com</a>.</p>
<p>How complaints are processed</p>	<p>OSCA-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to concerned personnel for information and appropriate action. Copy thereof will also be provided to the OSCA Officer-in-Charge.</p> <p>Concerned employee is given forty-eight (48) hours to provide answer or reply thereto. He shall submit his answer to OSCA Officer-in-</p>



	<p>Charge for information and appropriate action.</p> <p>After which, the citizen is informed of the answer and action taken with regard to his/her complaint.</p> <p>For inquiries and follow-ups, clients may contact Office of the Senior Citizens Affair (OSCA) at 88040976 or email us at <a href="mailto:oscapasaycity2019@gmail.com">oscapasaycity2019@gmail.com</a>.</p>
Contact Information of ARTA,PCC, CSC-CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CSC-CCB: 0908-8816565</p>

**Pasay City General Hospital (P. Burgos Street. Barangay 60, Pasay City)**

*Pangkalahatang Pagamutan ng Lungsod Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form and drop it in the suggestion box in front of the Pasay City General Hospital-Public Assistance and Complaints Desk (PCGH-PACD) located at the PCGH's Emergency Room (ER) in P. Burgos Street. Barangay 60, Pasay City;</p> <p>Or</p> <p>You may send your feedback via PM to the Official Facebook Account (@PasayCityGenHospital) or send text message to 0961-680-4954.</p> <p>Contact information Telephone Nos.: 8833-6022 Mobile No.: 0961-680-4954 FB Link: <a href="https://www.facebook.com/PasayCityGenHospital/">https://www.facebook.com/PasayCityGenHospital/</a></p>
How feedbacks are processed	<p>Everyday at 9:00 A.M., the assigned Officer of the Day at the PCGH-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Chief Nurse, Ethics and Grievance Committee.</p>





	<p>Feedback forms are forwarded to the concerned department/office for their information and appropriate action. They should provide their answer or reply within forty-eight (48) hours;</p> <p>Or</p> <p>Every day, the Admin of the PCGH Official FB Page and Official Mobile Number will check the inboxes, respectively. Screenshots of the messages will be forwarded to the concerned department for proper action. They should provide their answer or reply within forty-eight (48) hours;</p> <p>After which, the citizen is informed of the answer to their feedback.</p> <p>For inquiries and follow-ups, citizens may contact: Telephone Nos.: 8833-6022 Mobile No.: 0961-680-4954 FB Link: <a href="https://www.facebook.com/PasayCityGenHospital/">https://www.facebook.com/PasayCityGenHospital/</a></p>
How to file a complaint	<p>Answer the complaint form, and drop it in the suggestion box in front of the PCGH-PACD located at the PCGH's Emergency Room (ER) in P. Burgos Street. Barangay 60, Pasay City;</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information:</p> <ul style="list-style-type: none"><li>- Name of the person being complained</li><li>- Incident</li><li>- Evidence</li><li>- Full name and contact info of the complainant</li></ul> <p>Or</p> <p>You may visit the official page of PCGH and send your complaint thru PM or sent message to mobile number 0961-680-4954 or email us at</p>



	<p><a href="mailto:pcghclinicalservices@gmail.com">pcghclinicalservices@gmail.com/</a>  <a href="mailto:pcghhopss@gmail.com">pcghhopss@gmail.com.</a>          Contact information          Telephone Nos.: 8833-6022          Mobile No.: 0961-680-4954          FB Link:  <a href="https://www.facebook.com/PasayCityGenHospital/">https://www.facebook.com/PasayCityGenHospital/</a>          E-mail: <a href="mailto:pcghclinicalservices@gmail.com">pcghclinicalservices@gmail.com/</a>  <a href="mailto:pcghhopss@gmail.com">pcghhopss@gmail.com</a></p>
<p>How complaints are processed</p>	<p>Everyday at 9:00 A.M., the assigned Officer of the Day at the PCGH-PACD opens the suggestion box, retrieves the enclosed forms, and forwards them to the Complaint and Investigation Committee (CIC);</p> <p>Or</p> <p>Every day, the Admin of the PCGH Official FB Page, Mobile Number and e-mail will check respective inboxes. Screenshots of the messages will be forwarded to the CIC.</p> <p>The CIC shall evaluate the complaint or client concern and forward it to the concerned department for their information and appropriate action.</p> <p>Concerned department should provide their answer or reply within forty-eight (48) hours. The answer will then be assessed and decision thereof will be released.</p> <p>After which, the citizen is informed of the answer to their complaint.</p> <p>For inquiries and follow-ups, citizen may contact:          Telephone Nos.: 8833-6022          Mobile No.: 0961-680-4954          FB Link:  <a href="https://www.facebook.com/PasayCityGenHospital/">https://www.facebook.com/PasayCityGenHospital/</a>          E-mail: <a href="mailto:pcghclinicalservices@gmail.com">pcghclinicalservices@gmail.com/</a>  <a href="mailto:pcghhopss@gmail.com">pcghhopss@gmail.com</a></p>



Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565
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**Pasay City Public Cemetery & Crematorium (400 Sarhento Mariano St., Pasay City)**  
*Pampublikong Sementeryo at Krematoryo ng Lungsod Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Clients shall accomplish the feedback form and drop it at the designated drop box at Pasay City Public Cemetery-Public Assistance and Complaints Desk (PCPCC-PACD), PCPCC Office, 400 Sarhento Mariano St., Pasay City.</p> <p>Clients may also send their feedbacks via email.</p> <p>Contact info: PCPCC at 7-6259265.            or email at <a href="mailto:cemeterypasay@gmail.com">cemeterypasay@gmail.com</a></p>
How feedbacks are processed	<p>The PCPCC-PACD Officer of the Day will open the Suggestion Box daily at 4:00 PM to retrieve the forms or check for emailed messages.</p> <p>Retrieved forms/emailed messages will be logged by the PCPCC-PACD Officer of the Day for monitoring purposes.</p> <p>The Officer-in-Charge evaluates client feedback.</p> <p>Feedback forms/emails are forwarded to and received by the concerned employee/s. He/she will be given at least 24 hours upon receipt to provide answer or reply thereto.</p> <p>After which, citizen is informed of the answer with regards to his/her feedback.</p> <p>For inquiries and follow-ups, citizen may contact PCPCC at 7-6259265 or send their email at <a href="mailto:cemeterypasay@gmail.com">cemeterypasay@gmail.com</a></p>



<p>How to file a complaint</p>	<p>Clients shall accomplish the complaint form and drop it at the designated drop box at PCPCC-PACD, PCPCC Office, 400 Sarhento Mariano St., Pasay City.</p> <p>Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- Full name and contact info of the complainant</li> </ul> <p>Clients may also send their complaints via email with the above information indicated therein.</p> <p>Contact info: PCPCC at 7-6259265 or email at <a href="mailto:cemeterypasay@gmail.com">cemeterypasay@gmail.com</a></p>
<p>How complaints are processed</p>	<p>The assigned Officer of the day is in charge to collect the complaint forms/ retrieve emailed messages on a daily basis. He/she compiles and records all submitted forms/retrieved emails.</p> <p>The Officer of the day shall evaluate and verify the veracity of the complaint and endorse the same to the concerned staff, copy furnished the Officer-in-Charge. The concerned staff is given three (3) working days to submit an answer.</p> <p>Upon receipt of answer, the Officer-in-Charge takes final action thereof by issuing investigation report, which will be forwarded to both parties (the PCPCC staff and the client).</p> <p>For inquiries and follow-ups, citizen may contact PCPCC at 7-6259265 or send their email at <a href="mailto:cemeterypasay@gmail.com">cemeterypasay@gmail.com</a></p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p>



	PCC: 8888 CSC-CCB: 0908-8816565
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**Pasay City Public Market (Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City)**

*Pampublikong Pamilihan ng Lungsod Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box, located at the Pasay City Public Market - Public Assistance and Complaints Desk (PCPM-PACD), Administrative Office, Second Floor of PCPM, Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City.</p> <p>Contact info:            Telephone Nos.: 8556-4497 and 8556-6884            Email Address:  <a href="mailto:pasaycitypublicmarket@gmail.com">pasaycitypublicmarket@gmail.com</a></p>
How feedbacks are processed	<p>Everyday, before the end of the shift of the assigned Officer of the Day, he opens the suggestion box, retrieves the enclosed forms, and forwards the same to the OIC of PCPM for his information.</p> <p>The OIC shall immediately notify or call the attention of the concerned personnel and give copy of the feedback forms for their information and are given at least twenty-four (24) hours to provide answer or reply thereto; feedbacks and actions taken are duly recorded in the logbook for proper monitoring.</p> <p>The clients will be notified thru text or call regarding the answer or the action undertaken by the PCPM Administrative Office.</p> <p>For inquiries and follow-ups, citizen may contact: Pasay City Public Market Admin Office at 8556-4497 and 8556-6884 or send email at <a href="mailto:pasaycitypublicmarket@gmail.com">pasaycitypublicmarket@gmail.com</a></p>
How to file a complaint	Answer the complaint form, and submit the duly accomplished form together with



	<p>documentary evidences to the PCPM-PACD Officer of the Day at PCPM-PACD), Administrative Office, Second Floor of PCPM, Libertad Street cor. Taft Avenue, Barangay 91-92, Pasay City.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:</p> <ul style="list-style-type: none"> <li>- Complainant's full name and contact information</li> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Contact info:          Telephone Nos.: 8556-4497 and 8556-6884          Email Address:  <a href="mailto:pasaycitypublicmarket@gmail.com">pasaycitypublicmarket@gmail.com</a></p>
<p>How complaints are processed</p>	<p>The Officer of the Day at the PCPM-PACD accepts and acknowledges receipt of complaint form and documentary evidences.</p> <p>He/she shall evaluate the complaint or client concern, and forward it to concerned supervisor for their information and appropriate action. The supervisor will then inform the complainant that the party being complaint of will be summoned, and there will be a clarificatory hearing to be conducted. They are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.</p> <p>After which, complainant is informed of the actions taken by PCPM.</p> <p>For inquiries and follow-ups, complainant may contact: Pasay City Public Market Admin Office at 8556-4497 and 8556-6884 or send email at <a href="mailto:pasaycitypublicmarket@gmail.com">pasaycitypublicmarket@gmail.com</a></p>



Contact Information of ARTA, PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565
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**Pasay Traffic & Parking Management Office (Derham Park and Sports Complex, F.B. Harrison St., Pasay City)**

*Tanggapan ng Pamamahala ng Trapiko at Paradahan ng Pasay*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Secure and fill out feedback form and drop it in the suggestion box located at Pasay Traffic &amp; Parking Management Office-Public Assistance and Complaints Desk (PTPMO-PACD), near the transaction window at PTPMO-Administrative Section, Derham Park and Sports Complex, F.B. Harrison St., Pasay City.</p> <p>Or</p> <p>You may send your feedback via email.</p> <p>Contact Info: Pasay Traffic and Parking Management Office (PTPMO) 8889-0218 / 8252-3846 or send email <a href="mailto:trafficpasay@gmail.com">trafficpasay@gmail.com</a></p>
How feedbacks are processed	<p>An hour before the end of daily tour of duty, the Officer of the Day retrieves all enclosed forms and forwards the same to the Administrative Section in Charge for evaluation and assessment of client's feedback. The same will be forwarded the same to the Chief, PTPMO, for information and appropriate action.</p> <p>Feedback forms are forwarded to and received by the concerned employee for information and appropriate action. Concerned employee is given at least twenty-four (24) hours, upon receipt thereof to provide answer or reply thereto. After which, the Chief, PTPMO will decide the final action thereto.</p> <p>Or</p>



	<p>On daily basis, the assigned personnel of PTPMO will monitor the incoming email communications and refer the printout of messages to the Administrative Section in Charge for evaluation thereof.</p> <p>After which, the printout will be forwarded to the concerned employee for his/her information and appropriate action. Staff is given at least 24 hours upon receipt to file a comment or answer thereto.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-ups, client may contact #s: (PTPMO) 8889-0218 / 8252-3846 or send email at <a href="mailto:trafficpasay@gmail.com">trafficpasay@gmail.com</a></p>
How to file a complaint	<p>Secure and fill out complaint form and drop it in the suggestion box located at PTPMO-PACD, near the transaction window at PTPMO-Administrative Section, Pasay City Sports Complex, F.B. Harrison St., Pasay City.</p> <p>Complaints can also be referred via call for provision of the following information, to wit:</p> <ul style="list-style-type: none"><li>- Name of the person being complained</li><li>- Incident</li><li>- Evidence</li><li>- Full name, address and contact info of the complainant</li></ul> <p>Or</p> <p>You may forward your complaint by sending message via email.</p> <p>Contact Info: Pasay Traffic and Parking Management Office (PTPMO) 8889-0218 / 8252-3846 or send email at <a href="mailto:trafficpasay@gmail.com">trafficpasay@gmail.com</a></p>





<p>How complaints are processed</p>	<p>An hour before the end of daily tour of duty, the Officer of the Day retrieves all enclosed forms and forwards the same to the Administrative Section (Officer of the day) for evaluation and assessment of client's complaint. The same will be forwarded the same to the Chief, PTPMO, for information and appropriate action.</p> <p>Complaint forms are forwarded to, and received by the concerned employee for information and appropriate action. Concerned employee is given at least one hour and 20 min (1hr and 20min) upon receipt to provide answer or reply thereto. After which, the Chief, PTPMO will decide the final action to be taken.</p> <p>Or</p> <p>On daily basis, the assigned personnel of PTPMO will monitor the incoming email communications and refer the printout of messages to the Administrative Section-Adjudication (Officer of the Day) for evaluation.</p> <p>After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least 1 hour and 20 minutes upon receipt to file a comment or answer thereto;</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-ups, client may contact #s: (PTPMO) 8889-0218 / 8252-3846 or send email at <a href="mailto:trafficpasay@gmail.com">trafficpasay@gmail.com</a></p>
<p>Contact Information of ARTA, PCC, CSC-CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CSC-CCB: 0908-881-6565 (SMS)</p>



**Person with Disability Affairs Office (Unit 12, Mayor's Coordinating Office,  
Cuneta Astrodome, Pasay City)**

*Tanggapan ukol sa Ugnayang Pangmaykapansanan*

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the feedback form, and drop it in the suggestion box located at the Persons with Disability Affairs Office-Public Assistance and Complaints Desk (PDAO-PACD), Unit 12, Mayor's Coordinating Office, Cuneta Astrodome, Roxas Blvd., Pasay City.</p> <p>Or</p> <p>Send your feedback via email.</p> <p>Contact info: Persons with Disability Affairs Office (PDAO) 8370-5478 or email us at <a href="mailto:pdaopasay2018@gmail.com">pdaopasay2018@gmail.com</a></p>
Feedbacks are processed	<p>PDAO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the PDAO Head.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO Head, for information and appropriate action.</p> <p>Or</p> <p>The PDAO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the PDAO Head.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be</p>



	<p>given to the PDAO Head, for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their feedback.</p> <p>For inquiries and follow-up, the citizen may call (02) 8370-5478 or email us at <a href="mailto:pdaopasay2018@gmail.com">pdaopasay2018@gmail.com</a></p>
<p>How to file a complaint</p>	<p>Answer the complaint form and drop it at the designated suggestion box of the PDAO-PACD, Unit 12, Mayor's Coordinating Office, Cuneta Astrodome.</p> <p>Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit:</p> <ol style="list-style-type: none"> <li>a. Name of person being complained</li> <li>b. Incident</li> <li>c. Evidence</li> <li>d. Name and contact information of the complainant</li> </ol> <p>Or</p> <p>It can also be filed by sending an email, ensuring that required information are provided, as stated.</p> <p>Contact info: Persons with Disability Affairs Office (PDAO) at 8370-5478 or email us at <a href="mailto:pdaopasay2018@gmail.com">pdaopasay2018@gmail.com</a></p>
<p>How complaints are processed</p>	<p>PDAO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records all complaints submitted, and forwards the same to the concerned personnel, copy furnished the PDAO Head.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO Head, for information and appropriate action.</p> <p>Or</p>



	<p>The PDAO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the PDAO Head.</p> <p>The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO, Head for information and appropriate action.</p> <p>After which, citizen is informed of the answer with regard to their complaint.</p> <p>For inquiries and follow-up, the client may call (02) 8370-5478 or email us at <a href="mailto:pdaopasay2018@gmail.com">pdaopasay2018@gmail.com</a></p>
Contact Information of ARTA,PCC, CSC-CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



# **ANNEX “C”**

# **FEEDBACK/ COMPLAINT/ SUGGESTION FORM**



**PAMAHALAANG LUNGSOD PASAY  
(PASAY CITY GOVERNMENT)**

***Pormularyo-Ukol sa Puna/Reklamo/Suhestiyon  
(Feedback/Complaint/Suggestion Form)***

Numero ng Silid (Room #): \_\_\_\_\_

**PAMAHALAANG LUNGSOD PASAY (Pangalan ng Tanggapan/Kagawaran)  
(PCG-NAME OF OFFICE)**

PANUTO: Sagutan ang lahat ng mga hinihinging impormasyon. Siguraduhing kumpleto at tama ang pagkakasaad ng mga ito upang maayos naming maproseso ang inyong puna/reklamo/suhestiyon.  
(INSTRUCTION: Fill out all the required information. Make sure that all required information are completely and appropriately provided, for us to fully processed your feedback/complaint/suggestion.)

Tsekan ang angkop sa mga sumusunod:  
(Check whichever is the appropriate)

Puna (Feedback)

Reklamo (Complaint)

Suhestiyon (Suggestion)

Pangalan (Name) : \_\_\_\_\_

Tirahan ng Padadalhan  
ng Liham (Mailing Address) : \_\_\_\_\_

Numero ng Telepono/Selpon  
(Telephone/CP Number) : \_\_\_\_\_

EMAIL ADRES  
(Email Address) : \_\_\_\_\_

Pangalan ng Tanggapan o  
Taong Idinulog : \_\_\_\_\_

(Name of Department/Office  
or Person of Concern)

Petsa at Oras ng Insidente : \_\_\_\_\_

(Date and Time of Incident)

Mga Detalye (Particulars) : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Gamitin ang hiwalay na papel o likurang bahagi ng pormularyong ito kung kinakailangan  
(Use a separate sheet or the back page, if necessary)

Ang lumaqda o ang kanyang awtorisidong kinatawan ay nanunumpa, na ang pormularyong ito, ay nasagutan gaya ng nararapat upang patunayan ang katotohanan ng naunang pahayag.  
(I hereby declare under oath that this feedback/complaint/suggestion form is duly accomplished by the undersigned or his/her authorized representative to attest the truthfulness of all the foregoing facts.)

Maaari ring idulog ang inyong puna/reklamo/suhestiyon sa mga sumusunod na mga tanggapan ng pamahalaan:  
(You may also refer your feedback/complaint/suggestion to the following government offices)

ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph), 8478-5093; PCC: 8888; CSC-CCB: 0908-8816565

SALAMAT!  
(THANK YOU!!)



# ANNEX “D”

# HARMONIZED CLIENT SATISFACTION MEASUREMENT QUESTIONNAIRE



Control No: \_\_\_\_\_

**Bersyon para sa Online Sarbey  
(Online Version)**

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION  
MEASUREMENT FORM  
PSA Approval No.: ARTA-2242-3



**Pamahalaang Lungsod Pasay  
(Pasay City Government)**



**TULANGAN NIYO KAMING MAS MAHUSAY KAYONG MAPAGLINGKURAN!  
(HELP US SERVE YOU BETTER!)**

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikipagtransaksyon sa mga tanggapan ng gobyerno. Makakatulong ang inyong kasagutan ukol sa inyong naging karanasan sa katapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring pilin na hindi sagutan ang sarbey na ito.

*(This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)*

**PAGTATATUWA:**

Sa pagsagot ng pormularyong ito, ini-aurorisa at binibigyang pahintulot ko ang Tanggapan ng Pamamahala at Paggapaunlad ng Yamang Tao, at ang akreditadong ikatlong-partido nito, na mangolekta, magtago, mamahagi, at magproseso ng aking impormasyon para sa anumang legal na layunin, batay sa panukala ng Batas Republikang Bilang 10173, at iba pang naaangkop na batas at regulasyon. Para sa karagdagang impormasyon sa aming Data Privacy Policy, maaaring bisitahin ang pahinayara ng Pamahalaang Lungsod Pasay sa <https://www.pasay.gov.ph>.

Sa pamamagitan nito, pinatutunayan ko na ang nabanggit na impormasyon ay totoo at tama sa abot ng aking kaalaman.

**(DISCLAIMER:)**

*(By filling out this form, I am authorizing and giving my consent to Human Resource Management and Development Office (HRMDO) and its accredited third-party partners to collect, store, share, and process my information for legal purposes, as required by RA 10173 and other applicable laws and regulations. For more information on our Data Privacy Policy, you may visit the Pasay City Government website @ <https://www.pasay.gov.ph>)*

*I hereby certify that the above-stated information is true and correct to the best of my knowledge.*

Sumasang-ayon ako at pinapayagan ko (I agree and I consent)

**Uri ng kliyente (Client type):**

- Mamamayan (Citizen)
- Negosyo (Business)
- Gobyerno (Empleyado o Ahensya) (Government (Employee or another agency))

Petsa (Date): \_\_\_\_\_ Edad (Age): \_\_\_\_\_ Kasarian (Sex): \_\_\_\_\_ Rehiyon (Region of residence): \_\_\_\_\_

Uri ng transaksyon o serbisyo (Service availed): \_\_\_\_\_

**PANUTO:** Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensiya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

**(INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.)

**CC1:** Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

(Which of the following best describes your awareness of a CC?)

- Alam ko ang CC at nakita ko ito sa napuntahang opisina.  
*(I know what a CC is and I saw this office's CC.)*
- Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.  
*(I know what a CC is but I did NOT see this office's CC.)*
- Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.  
*(I learned of the CC only when I saw this office's CC.)*
- Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)  
*(I do not know what a CC is and I did not see one in this office. [Answer 'N/A' on CC2 and CC3].)*

**CC2:** Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...

(If aware of CC [answered 1-3 in CC1], would you say that the CC of this office was...?)

- Madaling makita (Easy to see)
- Medyo madaling makita (Somewhat easy to see)
- Mahirap makita (Difficult to see)
- Hindi makita (Not visible at all)
- N/A

**CC3:** Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

(If aware of CC [answered codes 1-3 in CC1], how much did the CC help you in your transaction?)

- Sobrang nakatulong (Helped very much)
- Nakatulong naman (Somewhat helped)
- Hindi nakatulong (Did not help)
- N/A





ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No.: ARTA-2242-3

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

(For SQD 0-8, please put a check mark [✓] on the column that best corresponds to your answer.)

	☹️ Lubos na hindi sumasang-ayon (Strongly Disagree)	😞 Hindi sumasang-ayon (Disagree)	😐 Walang kinikilingan (Neither Agree nor Disagree)	😊 Sumasang-ayon (Agree)	😄 Labis na sumasang-ayon (Strongly Agree)	N/A (Not applicable)
<b>SQD0.</b> Nasiyahan ako sa serbisyo na aking ratanggap sa napuntahan na tanggapan. (I am satisfied with the service that I availed.)						
<b>SQD1.</b> Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon. (I spent a reasonable amount of time for my transaction.)						
<b>SQD2.</b> Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay. (The office followed the transaction's requirements and steps based on the information provided.)						
<b>SQD3.</b> Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang. (The steps [including payment] I needed to do for my transaction were easy and simple.)						
<b>SQD4.</b> Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito. (I easily found information about my transaction from the office or its website.)						
<b>SQD5.</b> Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) (I paid a reasonable amount of fees for my transaction. [If service was free, mark the 'N/A' column.])						
<b>SQD6.</b> Natibayak kong ligtas ang aking online na transaksyon. (I am confident my online transaction was secure.)						
<b>SQD7.</b> Mayroong suportang pang-online ang tanggapan, at (kung tatanungin), mabilis ang naging pagtugon nito. (The office's online support was available, and [if asked questions] online support was quick to respond.)						
<b>SDQS.</b> Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin. (I got what I needed from the government office, or [if denied] denial of request was sufficiently explained to me.)						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal)  
(Suggestions on how we can further improve our services [optional])

Email address (opsyonal)  
(Email address [optional])

**SALAMATI  
(THANK YOU!)**



Control No: \_\_\_\_\_

**Bersyon para sa Onsite Sarbey  
(Onsite Version)**

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION  
MEASUREMENT FORM  
PSA Approval No.: ARTA-2242-3



**Pamahalaang Lungsod Pasay  
(Pasay City Government)**



**TULANGAN NIYO KAMING MAS MAHUSAY KAYONG MAPAGLINGKURAN!**

**(HELP US SERVE YOU BETTER!)**

Ang Client Satisfaction Measurement (CSM) ay naglalayong masabaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikipagtransaksyon sa mga tanggapan ng gobyerno. Makakatulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring pilin na hindi sagutan ang sarbey na ito.

*(This Client Satisfaction Measurement [CSM] tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)*

Uri ng kliyente (Client type):

- Mamamayan (Citizen)
- Negosyo (Business)
- Gobyerno (Empleyado o Ahensya) (Government [Employee or another agency])

Petsa (Date): \_\_\_\_\_ Edad (Age): \_\_\_\_\_ Kasarian (Sex): \_\_\_\_\_ Rehiyon (Region of residence): \_\_\_\_\_

Uri ng transaksyon o serbisyo (Service availed): \_\_\_\_\_

**PANUTO:** Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/ opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

**(INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter [CC] questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.)

CC1: Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?  
(Which of the following best describes your awareness of a CC?)

- Alam ko ang CC at nakita ko ito sa napuntahang opisina.  
(I know what a CC is and I saw this office's CC.)
- Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.  
(I know what a CC is but I did NOT see this office's CC.)
- Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.  
(I learned of the CC only when I saw this office's CC.)
- Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)  
(I do not know what a CC is and I did not see one in this office. [Answer 'N/A' on CC2 and CC3].)

CC2: Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...  
(If aware of CC [answered 1-3 in CC1], would you say that the CC of this office was...?)

- Madaling makita (Easy to see)
- Medyo madaling makita (Somewhat easy to see)
- Mahirap makita (Difficult to see)
- Hindi makita (Not visible at all)
- N/A

CC3: Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?  
(If aware of CC [answered codes 1-3 in CC1], how much did the CC help you in your transaction?)

- Sobrang nakatulong (Helped very much)
- Nakatulong naman (Somewhat helped)
- Hindi nakatulong (Did not help)
- N/A



ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No.: ARTA-2242-3

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

(For SQD 0-8, please put a **check mark [✓]** on the column that best corresponds to your answer.)

	☹ Lubos na hindi sumasang- ayon (Strongly Disagree)	☹ Hindi sumasang- ayon (Disagree)	☹ Walang kinikilingan (Neither Agree nor Disagree)	☺ Sumasang- ayon (Agree)	☺ Labis na sumasang- ayon (Strongly Agree)	N/A (Not applicable)
<b>SQD0.</b> Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan. (I am satisfied with the service that I availed.)						
<b>SQD1.</b> Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon. (I spent a reasonable amount of time for my transaction.)						
<b>SQD2.</b> Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay. (The office followed the transaction's requirements and steps based on the information provided.)						
<b>SQD3.</b> Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang. (The steps [including payment] I needed to do for my transaction were easy and simple.)						
<b>SQD4.</b> Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito. (I easily found information about my transaction from the office or its website.)						
<b>SQD5.</b> Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) (I paid a reasonable amount of fees for my transaction. [If service was free, mark the 'N/A' column.])						
<b>SQD6.</b> Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon. (I feel the office was fair to everyone, or "walang palakasan", during my transaction.)						
<b>SQD7.</b> Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin. (I was treated courteously by the staff, and [if asked for help] the staff was helpful.)						
<b>SDQ8.</b> Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin. (I got what I needed from the government office, or [if denied] denial of request was sufficiently explained to me.)						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal)  
(Suggestions on how we can further improve our services [optional])

\_\_\_\_\_  
Email address (opsyonal)  
(Email address [optional])

**SALAMATI  
(THANK YOU!)**



# **ACKNOWLEDGMENT**

The completion of this guidebook will not be possible without the help and assistance of the following, to wit:

To the public clientele, for making the City Government administration and management know how much you aim for correct, quality and fast service. We thank you for giving us sincere and honest feedback on how to serve you better;

To all the Pasay City Government leaders and employees, especially to those who gave their precious time in contributing ideas and information for the crafting and completion of this revised guidebook on citizen's charter; indeed, it created a big difference;

All our supporters and critics – you gave us the reason to keep on reengineering our systems to accommodate the ever-increasing demands and challenging trends that we must face, to be more efficient and effective in delivering our services to the general public;

To the leaders and focal persons from the Office of the President, Anti-Red Tape Authority, Civil Service Commission, and Department of Interior and Local Government – you have patiently assisted and continuously guided us in this journey of reengineering and improving our work/service systems. This intensifies our passion to embrace the love for public service; it reoriented as to the principle, “public office is a public trust”, and on how we should set and maintain good image to our both public and private clientele;

To our families, friends, and love ones, for the unending love, understanding, care, patience and support. You motivated all of us to work hard and perform best; and

To Our Almighty God, for continuously providing the officials and employees of the City Government with sound mind and healthy physique; and keeping us safe even in difficult times – these are all overwhelming.

Thank you all.